



Job Title: Customer Service Coordinator (Part-time)

Position Description: The Customer Service Coordinator will be responsible for a variety of activities related to customer service, sales and marketing for Aloha Tournaments and its portfolio of youth lacrosse events. This person will communicate with customers via phone and email to resolve a variety of customer service requests or issues. This person may also be asked to perform other administrative or operational roles related to the management of Aloha's events.

A successful candidate must be able to work collaboratively with colleagues, while completing personal tasks properly and on time. She/he must be highly detail-oriented and possess excellent verbal and written communications. If you have comparable professional experience and are passionate about youth sports, we encourage you to apply. This position is a year-round, part-time position with flexible hours that is ideally suited for a busy parent with relevant prior work experience, but is unable to commit to a full-time work schedule.

Responsibilities:

- Perform various customer service and administrative duties such as answering incoming calls and responding to customer emails
- Maintain and update content on the website and registration system
- Maintain records and databases of customer contacts and team registrations
- Assist with sales marketing efforts including outbound customer service calls, email marketing and social media.
- Create content for external-facing collateral material and communications
- Assist in the planning and coordination of youth lacrosse tournaments and events

Qualifications:

- 5+ year of related experience in the functional areas of: customer service, sales, communications, marketing or business administration.
- Bachelor's Degree
- Strong IT skills; proficiency in Word, Excel, Outlook and social media platforms
- Experience with email marketing platforms (e.g. Constant Contact) and CRM software (e.g. Salesforce.com) is a plus
- Excellent written and verbal communication and computer skills
- Excellent planning, project management and organizational skills; thorough attention to detail
- Passion for youth sports and event management

Job Specifics:

- Hours: will vary based on employee's personal schedule and level of business-related activity, but will range from 15-20 hours per week. Set schedules will be determined on a rolling basis;

ideally suited for a parent with children in school that does not have time to work 40 hours per week and in need of a flexible work schedule.

- Compensation: \$15 per hour, to be paid bi-weekly.
- Office Location: 9534 Deereco Road, Timonium, MD 20193

About Aloha Tournaments:

Aloha Tournaments is a leading youth sports event management company based out of Baltimore, Maryland. Since its inception in 1999, Aloha Tournaments has developed over 30 different lacrosse events all over the United States for players 6 years old through High School. Aloha Tournaments hosts some of the largest, most well run tournaments in the nation, serving over 50,000 athletes and 125,000 fans at its events every year, drawing players and families from dozens of states and internationally. While we always strive to attain top notch competition, our primary goal is to provide the ultimate youth sports tournament experience to every player, coach, parent, or fan that participates in our events. We provide a safe, fun, competitive, and family friendly atmosphere for athletes of all skill levels.

To Apply:

Qualified candidates should send resume and cover letter to careers@alohatournaments.com.