



**Tournament Solutions, LLC
6 School St.
Manchester by the Sea, MA 01944**

About Tournament Solutions:

We are headquartered in the beautiful beachfront community of Manchester by the Sea, Massachusetts. Founded in 2002, Tournament Solutions is the premier one stop tournament gift and award company in golf. The company has achieved an outstanding reputation of providing quality products and customer service to daily fee courses, private clubs, resorts and professional events. Tournament Solutions is a licensee and leading supplier of accessories to the USGA, PGA of America, LPGA and PGA TOUR. Additionally, Tournament Solutions is a sponsor of Mass Golf and PGA Reach – New England (New England PGA Foundation) and LPGA Player Megan Khang.

INSIDE SALES / CUSTOMER SERVICE REPRESENTATIVE POSITION

Tournament Solutions is currently seeking a customer focused professional who takes great pride in their performance. Applicants should possess the following Qualifications and/or Skills:

Reports to: Managing Directors

Application Deadline: Open until filled

Position Type: Salaried Exempt - Fulltime

Where: In person, in Manchester by the Sea, MA office

Compensation & Benefits:

- Competitive Salary and Bonus Plan
- Paid Vacation & Holiday time-off
- Medical and Dental benefits plan
- 401K Plan

INSIDE SALES / CUSTOMER SERVICE REPRESENTATIVE POSITION

Primary Job Duties & Responsibilities:

- Develop an in-depth knowledge of company's product line, pricing structure, customization techniques, set up charges, lead times etc.
- Ability to close sales opportunities with new customers.
- Maintain relationship with existing customers.
- Develop understanding of company specific supply chain.
- Manage vendor / supplier relations.
- Responsible to up-sell and cross sell to enhance order value.
- Ability to conceive, create and develop professional sales proposals.
- Respond and follow up in a timely manner to all inbound (phone and electronic) product, pricing, sample and delivery inquiries / requests.
- Occasional air travel to National Golf Events and Trade Shows.
- Administrative: Inventory Tracking, Order Confirmations, Proof Approval, Order Tracking, Order Delivery and Invoicing, Customer Satisfaction.
- Utilize order systems, and inventory systems.
- Contribute to team effort by accomplishing related objectives.

Qualifications:

- Bachelors degree preferred (not required)
- Excellent communication skills (oral and written)
- Strong customer service skills
- Business development skills
- Ability to close a sale
- Proficient in MS Office, Adobe Photoshop a plus
- Strong attention to detail
- Strong organizational skills
- Ability to multi-task on a daily basis
- Ability to conceptualize and develop professional product presentations
- Work experience in the Golf Industry preferred, but not required
- Willingness to Travel Domestically to National Golf Events and Trade Shows
- Passion for the game of golf is a plus

To Apply:

Send resume and cover letter to John Lawrence, Managing Director – john@tournamentsolutions.com

