



JOB DESCRIPTION

Post title: Sales & Customer Service Manager, Tribal Clash

Salary: TBC

Location: Kingsbridge, Devon with a significant element of national and international travel

THE COMPANY:

Tribal Clash's mission is to create the world's best, most exciting team competition series for amateur fitness athletes. Established in 2013, Tribal Clash prides itself on delivering an extraordinary athlete experience: it is at the core of what we do. The Tribal Clash community believes in the power of teamwork to achieve the impossible, and our company ethos carries that into everything we do. Tribal Clash is more than a competition; it is a fitness movement designed to inspire.

Joining our team offers a once-in-a-lifetime opportunity to build a company that will create unforgettable, transformative experiences for thousands of people around the world. We are a young company on the cusp of something big; by joining our team you will have a first row experience in launching a global sports & entertainment brand. Our team members will be able to push their personal boundaries, develop new skills at rapid pace and work in a team of extremely passionate, fun and driven individuals.

THE JOB:

Reporting to the Commercial Director, the successful candidate will be the key customer liaison before, during and after event. The position involves both proactive sales and customer relationship building as well as event production responsibilities on site. There will be extensive travel and weekend work required for this role.

- Responsible for driving ticket, merchandise and exhibitor sales in new and existing territories, generating leads and building customer/participant relationships.
- Responsible for inbound enquiries and customer support
- Responsible for company's global e-commerce systems and online sales, sales tracking and payment systems
- Responsible for team registration process, team communications and managing the athlete flow from booking to the arena, event check-in and ticketing
- Collaborating closely with Event Director, responsible for athlete support on site including athlete staging, managing volunteer staff and managing tight production schedules.

- Collaborating closely with Marketing and Content, developing sales and marketing campaigns to maximize ticket and merchandise revenue

THE TRAITS:

- Ability to thrive in a fast-paced, often chaotic environment
- An organised professional with an impeccable attention to detail
- Creative problem solver
- Proven ability to maintain calm, clear decision making in high pressure situations
- Ability to adapt and be flexible in a fast-paced event environment
- Excellent project management and planning skills
- Proven ability to work in a team towards a common goal
- An excellent communicator, both verbally and in writing, with a good command of written English
- A self-starter who is happy to be autonomous and take ownership of projects

THE EXPERIENCE:

- Past experience in a sales or marketing role
- Proven track record in achieving results in a sales or marketing environment
- Computer literate with a good command of Microsoft Office, knowledge of project management and online communication tools (Basecamp, Slack) would be beneficial.
- Experience in Wordpress, e-commerce systems and online payments would be an advantage
- Fluent English plus at least one other language