



## **POSITIVE COACHING ALLIANCE**

### Position

#### **Account Representative**

### About Positive Coaching Alliance (PCA)

Positive Coaching Alliance is a national nonprofit organization based in the Stanford University Department of Athletics with the mission to "transform youth sports so sports can transform youth." PCA provides training to coaches, parents, athletes and youth sports organization leaders on how to use the youth sports experience to teach young athletes positive character traits and "life lessons." In addition to the national office at Stanford University, PCA has offices in: Los Angeles, Orange County, Sacramento, New York City, New Jersey, Chicago, Milwaukee, Houston, Dallas, Hawaii and Washington, D.C. Our mission requires a nationwide presence to bring PCA partnerships to every major metropolitan area in the United States. More information about PCA is available at <http://www.positivecoach.org>.

### Description

The Account Representative is responsible for servicing and growing Youth Sports Organization and School Partners. A successful Account Representative will enable PCA to accelerate the PCA mission, and to secure more long-term, more profitable relationships with our Partnership base. The Account Representative will be the daily contact for PCA Partners and is responsible for assisting in workshop scheduling and providing resources to meet Partner needs. This position will report to the Manager of Partner Relations.

### Responsibilities

Specific duties include, but are not limited to:

- Know the decision-making process and timelines within partner organizations
- Develop excellent, lasting rapport with partner leaders and decision makers and pro-actively maintain these relationships
- Leverage sales opportunities with existing PCA partners
- Respond to questions from partners as well as issues and complaints and resolve internally if necessary.
- Be knowledgeable of potential (or real) partner problems and help trouble shoot issues with PCA team
- Work closely with Partner Development Associate to grow assigned PCA territory and take responsibility for success of region

- Assist Partner Development Associate in renewing partnerships with existing youth sport organizations and schools; Meet or exceed quarterly renewal quota for assigned regions
- Work with training department on trainer assignments and preparation
- Foster high level of morale and commitment towards PCA
- Be PCA's eyes and ears when it comes to issues and opportunities within the youth sports organization market (including emerging training needs, board turnover, competition, etc...)
- Perform other duties as required

### Qualifications

- Two or more years of proven account management experience
- Experienced at managing accounts in revenue value of  $\geq$  \$200K
- Strong customer service skills
- Skilled at negotiating and closing sales opportunities
- Exceptional verbal and written communication skills
- Proven multi-tasking, scheduling, and organizational skills
- Great attention to detail
- Confident presentation skills (both on the phone and in person)
- Coaching or other experience with youth sports is strongly desirable
- Passion for the PCA cause is essential

### Requirements

- BS or BA degree
- Computer skills: Internet, email, MS Office, and preferably experience with Salesforce.

### Compensation

Salary will be based on experience and qualifications:

Target Annual Income Range: \$32K - \$39K

PCA provides competitive benefits:

Medical, dental and vision

Long Term Disability

403(b) retirement plan

4% employer matching after six months of employment

12 days of vacation starting first year

11 holidays a year

Please submit a cover letter and resume to [courtney\\_nolan@positivecoach.org](mailto:courtney_nolan@positivecoach.org).