



**Ludus Tours** is a travel and hospitality company focused on many of the world's biggest and best events, including the London Summer Games and FIFA World Cup. We pride ourselves on our energetic team, our core values and our reputation as a youthful and fun company.

*Work hard and play hard is not a cliché with us.*

### **Sales Associate Job Description**

The Sales Associate's primary role is to support the Ludus Sales department as the initial point of contact on inbound sales leads. Superior communication skills are essential. The Sales Associate is responsible for ensuring the smooth flow of information and follow up for existing and prospective customers. This position reports to the Director of Sales and Marketing.

The Sales Associate's primary duties include but are not limited to:

- Processing sales leads and assuring leads are directed to the appropriate staff member in a timely manner.
- Primary contact for inbound sales calls, ensures customer service model is met and calls are processed within the Ludus sales system.
- Data entry to track the delivery of sales literature, product descriptions and other necessary services to customers as directed by the sales staff or management.
- Performs trade show follow up to assure timely delivery of literature and samples.
- Field telephone calls, relay messages, and monitors the flow of e-mail with a certain passion for quality communication.
- Answers routine product questions and directs questions to appropriate personnel when necessary.
- Supports Management staff on sales calls and events as needed. Travel may be required.
- Supports Ludus Operations team as needed.
- Position grows into generating own sales leads which includes increase in commissions.
- Other duties as required we are a small firm and everyone takes a turn taking out the trash.

### **Job Requirements**

- 2+ years experience with customer service or sales support experience
- Sales experience, specifically within the sports and/or travel world.
- Excellent telephone skills and computer knowledge with proficiency in database management and word processing.
- Demonstrated proficiency composing written communications.



High energy level, comfortable performing multifaceted projects in conjunction with day-to-day activities.

- Experience in Customer Relationship Management (CRM) software, specifically in Salesforce, a definite plus.
- Resourceful, well organized, highly dependable, efficient and detail oriented.

If you are looking to join a team that is fun and lives its core values, we'd love to hear from you. Our candidate will want to work in a team environment as well as lives and understands the five Core Values of Ludus:

1. *Treat Each Other Like Family*
2. *Fun*
3. *We Love our Events; We Love what we do*
4. *Building and Creating Relationships*
5. *Approach every day with Youthful Enthusiasm*

The position is full-time, based in San Diego.

Base salary in \$18,000-24,000 range with commissions anticipated to yield over \$10,000 during year one based on past business volume. More as we grow – we see this as an opportunity to get your foot in the door of a very exciting organization.

Please send resume and references to [info@ludustours.com](mailto:info@ludustours.com).