



Position Title: Regional Account Manager – Eastern Canada

Department: Account Management

Reports to: Rory Luck, Manager – Account Management

a. JOB SUMMARY (ESSENTIAL FUNCTIONS)

Regional Account Manager – Eastern Canada will provide the primary point of contact for GGS customers (club customers, PGA zones, provincial associations, and tours) in dealing with Golf Genius Software. In addition, Account Managers will engage GGS accounts within their assigned regions to help drive adoption and usage of the product. Account Managers will also conduct initial on-boarding sessions with accounts signing on to GGS to help ensure their success utilizing the features.

Regional Account Managers will need to not only be GGS product experts and have the ability to train and support GGS customers, but also possess the poise and personality to be customer-facing and provide professional training presentations & webinars to all customers. **This position will be working with clubs in Canada and will need to be able to effectively communicate with customers in both English and French languages.**

b. RESPONSIBILITIES AND PRIORITIES INCLUDE, BUT ARE NOT LIMITED TO:

- a. Engage GGS accounts on-site and online through webinars, group training sessions, and one on one sessions
- b. Provide training and customer support within an assigned region
- c. Conduct initial on-boarding sessions with clubs signing on with GGS
- d. Assist in cultivating & developing accounts that could potentially sign up for GGS
- e. Coordinate with the Golf Genius sales team to ensure wide distribution of GGS products
- f. Attend weekly sales, support, and development meetings as required
- g. Be the voice of the customer by relaying feedback and product requests to appropriate Golf Genius departments
- h. Be present to assist all GGS customers with administration of events as necessary (some weekend days required)
- i. Any additional responsibilities and priorities, as assigned

c. EXPERIENCE REQUIRED:

- a. 5+ years of experience as a Golf Professional at a private or public facility
- b. PGA of America Member or PGA of Canada Professional in Good Standing
- c. Fluent in English and French languages
- d. Bachelor's Degree preferred
- e. Able and willing to travel as needed
- f. Computer/tech savvy with demonstrated ability to quickly learn new software systems
- g. Genuine passion and "pride of ownership", as if Golf Genius Software was your own company
- h. Personable and able to interact professionally with peers
- i. Strong organizational skills and ability to plan and be very self-directed
- j. Strong communication skills, including oral and written communication
- k. Ability to "follow up", doing what you say you are going to do
- l. Ability to work from home and independently accomplish tasks