

Manager, Sales Operations

The Manager of Sales Operations is responsible for leading a team of sales operators that support all stages of the sales cycle as key members of Calabrio Sales Account Teams. This position will manage and lead a team to deliver sales support for prospects, current customers and channel partners on new, upsell, cross-sell, upgrades and maintenance renewal opportunities. They will ensure that the sales operations team executes the sales operations activities (including but not limited to); sales orders, quotes & contracts, discount approval tracking, sales processing, bookings, licensing and RFPs. They will ensure the team maintains CRM/SFDC throughout sales cycle. They will maintain effective communications with executives and managers across the company to ensure proper sensitivity to the needs of the sales teams. They will set and uphold policies with the sales team, manage escalations and ensure sales policies are upheld. This position will act as liaison to Finance/Accounting to ensure proper quote-to-cash processes are followed. The person in this role will be responsible for implementing and maintaining process changes to the sales operational models (i.e., channel, direct, Solutions Plus, Cloud, etc.).

CORE EXPECTATIONS

- Manage and direct team by conducting check-ins and delivering necessary coaching and mentoring
- Ensure sales operations team is processing software, professional services and support opportunities per policy
- Analyze and identify areas to improve sales operations processes; quotes, Statements of Work, Purchase Orders, Licenses & Software authorizations
- Be accountable for accuracy and company policies for sales orders as well as alert management to discrepancies
- Deliver sales Support other sales efforts as assigned
- Other core expectations as defined and requested by your direct supervisor/manager and sales leadership
- Lead process improvement discussions to uncover operational inefficiencies
- Lead the analysis and build new process recommendations
- Build operational improvements in to the existing operation
- Respond and deliver various sales information requested by executive leadership

CORE COMPETENCIES

- Ability to respond and react to internal and external customers
- Effectively execute and drive desired results
- Clearly communicate & set expectations
- Ability to balance simultaneous projects, evaluate workload and prioritize tasks based on criticality
- Demonstrates highest level of detail orientation and organizational skills

- Demonstrates a sense of urgency to attain and exceed desired results
- Operates in a cooperative and collaborative spirit to achieve shared goals across multiple functions
- Displays excellent troubleshooting and creative problem solving skills, know when to act quickly
- Ability to articulate needs for process improvements
- Other core competencies will be defined by your direct supervisor/manager

EXPERIENCE/EDUCATION

- Bachelor's degree in a business-related function required
- Minimum of 7 years of business experience required
- 4+ years of sales operations or sales support experience required
- 2-3 years of supervising or managing a sales operations or sales support team required
- Technology or software experience preferred
- Channel partner or b2b customer experience preferred

MENTAL/PHYSICAL REQUIREMENTS

- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Frequent alpha/numeric keyboarding
- Ability to view a computer for a long period of time

REQUIRED WORK SCHEDULE

- This is a full time position and at times (i.e., end of quarter) will require work outside normal business hours
- This is not an 8-5, Monday through Friday position. The expectation is that this position will maintain availability before and after typical business hours as well as weekends.

WORKING RELATIONSHIPS

- Report to the Vice President of Sales Operations
- Work closely with all areas of the company; sales personnel, peer software engineers, group leads and other employees and departments within the company
- Direct work with prospects, customers and partners

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To apply to this career opportunity, follow this link:

<https://home.eease.adp.com/recruit/?id=15232851>

ABOUT CALABRIO

Calabrio is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The Calabrio ONE® software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named “Leader” by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow [@calabrio](#) on Twitter.

Calabrio, Inc. is an equal opportunity employer. Copyright © 2016 Calabrio, Inc.