

Sales Operations Coordinator

The Sales Operations Coordinator is responsible for supporting Calabrio's sales reps as a key member of the Sales Operations team. This position will be essential to the sales activities and communications between Calabrio prospects, current customers and channel partners. In this role, the Sales Operations Coordinator will collaborate with the sales operations specialists, sales representatives and sales leadership to deliver administrative support that optimizes the team's performance. The Sales Operations Coordinator will assist in sales administrative duties in the areas of CRM/SFDC, documentation, customer/partner meetings and customer engagement programs. They will maintain effective communications with corporate teams across the company to ensure proper sensitivity to the needs of the sales force. The Sales Operations Coordinator will provide outstanding customer service and help the sales team meet their targets.

CORE EXPECTATIONS

- Assist sales organization in generating, documenting and releasing software (licenses and keys).
- Receive, validate and respond to customer portal requests
- Review newly acquired customer entries, investigate contact information and conduct new customer outreach activities
- Manage the Welcome Kit process; order supplies, kit and ship on a timely basis
- Schedule partner and customer onboarding activities
- Support sales operations team with updating appropriate sales documentation
- Drive RFP documentation finalization and repository management
- Assist in CRM/SFDC reporting
- Support other sales efforts as assigned
- Other core expectations as defined and requested by your direct supervisor/manager and sales leadership

CORE COMPETENCIES

- Ability to respond and react to internal and external customers
- 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

- Other core competencies will be defined by your direct supervisor/manager

EXPERIENCE/EDUCATION

- Bachelor's degree in a business-related function
- Minimum of 1 year of business experience
- Technology or software experience preferred
- Preferred experience with sales teams, sales partners or b2b customers

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 position requires a range from 40-60-hour work week
- 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 Director 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=15186711>

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.

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