



Position Description	
Position:	Sales Operations Manager
Department:	Sales – Compliance Americas
Location:	Plainsboro, NJ or Waltham, MA

Supervisory Responsibilities (if any):

N/A

Job Scope and Accountabilities:

The responsibilities of the Sales Operations Manager are to enable and optimize sales team execution, productivity and performance through training, development of sales tools and job aids, sales process automation (utilizing Salesforce.com), sales analysis, pricing review and documentation, proposal templates and RFP response support, and collection of market, customer and sales team feedback. Collaborative engagement with services, product management and marketing will be essential for success. The overall goal of this job is to assist the sales team in the attainment of sales goals through implementing supporting processes and resources that positively impact sales team productivity, efficiency, effectiveness and results.

Key Responsibilities:

- Work with marketing and product management to develop and communicate sales training associated with new products and services;
- Work with sales leadership to enable ongoing sales development and support for new hire on-boarding;
- Work with sales and service leadership to develop content for delivery during periodic in person or virtual team meetings, including sales successes, customer testimonials, industry news and updates, new sales/service programs, new products and services;
- Collaborate with Marketing and Inside Sales team on demand and lead generation programs intended to grow the pipeline of opportunities for new clients as well as customer growth;
- Develop sales tools and job aids that support the sales team in the communication of programs, solutions and services;
- Review, revise and manage use of Salesforce.com to capture account, contact and opportunity data and report on sales process results. Make recommendations for improving use of SF.com for marketing program management, pricing and contract management, customer relationship management;
- Analyze sales team results and performance to goals. Report on trends (pipeline growth, win ratio, renewal rates etc) and identify opportunities for optimizing results;

- Maintain pricing tool (calculator) and communicate pricing for all Compliance division products and services. Periodically review pricing with internal stakeholders (product management, development, finance);
- Identify and recommend sales programs in support of driving sales results in alignment with division goals;
- Manage RFP response process and coordinate with marketing on RFP question bank system for use in responding to new RFP requests. Work with marketing and sales leadership on sales proposal documents and coordinate update of standard proposal template with all internal stakeholders;
- Report on customer feedback as provided either directly through win/loss debriefs or through sales/services team input. Coordinate response to customer inquiries by internal stakeholders. Solicit and consolidate feedback from field sales team on products, services, programs or internal processes and make recommendations accordingly;
- Assist with management and update of sales support content on intranet; and
- Occasional travel to team meetings, events or industry conferences.

Experience Required:

- Three to five years in a sales operations or sales support role within a software oriented, growth industry;
- Experience working in a sales environment where understanding of strategic sales process and the steps necessary to drive sales results is required;
- Demonstrated experience in managing projects for sales process or program implementation from concept to completion; and
- Experience in compliance or risk management industries preferred.

Education/Professional Qualifications:

- Bachelor's degree preferred; and
- Three to five years in a sales operations or sales support role within a software oriented, growth industry.

Interpersonal Skills:

- Excellent interpersonal, and communication (oral and written);
- Excellent presentation skills;
- Must be organized, detail oriented and ability to multi-task in a fast paced environment;
- Ability to work independently and as part of a virtual team where open, collaborative communication is expected;
- Exhibits personal traits of curiosity, modesty, achievement orientation, and conscientiousness; and
- Team player that is creative, process oriented, and committed.

Full commitment to conduct business with the utmost integrity and in full compliance with the law is absolutely essential

To Apply:

Interested and qualified candidates should submit a resume to SAI Global's Human Resources department via email at: SAIGamericas_jobs@saiglobal.com, please reference 034-12 and include salary requirements.

SAI Global is an equal opportunity employer.