

# SALES OPERATIONS MANAGER

## ABOUT SNP

SNP is a leadership communications company focused on helping high-performing leaders and teams achieve their goals. For almost 30 years, we've been behind the scenes helping the world's most successful companies including Google, Airbnb, SAP, Salesforce, and Spotify.

The world is loud. We help leaders break away from the noise to make their message clear and memorable. Our experience, creativity, and passion are reflected in the work we do, whether it's clarifying the message, up-leveling skills, or scaling the mission through media.

## ABOUT THE ROLE

SNP is looking for a Sales Operations Manager to help create and refine sales processes to drive scale and efficiency. You will work closely with our Sales team, Marketing team and Senior Leadership to identify trends and opportunities, set year-long goals, and implement changes. As a Sales Operations Manager, you are constantly assessing our sales processes and looking for opportunities to make improvements.

You have a passion for operations and managing CRM tools. You have an opinion about how to manage it well and the experience to back it up. You are excited by the opportunity to lead and teach others.

## YOU'RE RESPONSIBLE FOR:

- Working with the SVP of Sales to develop and implement a sales process for the sales team and other stakeholders.
- Researching and analyzing data to create sales forecasts.
- Identifying sales opportunities by analyzing sales data and consumer trends.
- Managing CRM tools to maximize opportunities and customer relationships.
- Creating and managing automation tools to increase sales process efficiency.
- Track long term sales data and trends.
- Implement new technologies as needed to support marketing and sales teams.
- Serve as a liaison between teams and leadership.
- Train staff on new technology and software.
- Work collaboratively with SVP of Sales to drive performance and scale organization.

## WE'D LIKE YOU TO HAVE:

- Leadership experience... you can evaluate ongoing sales team performance and make recommendations for improvement.
- Strong verbal and written communications skills.

- The ability to collaborate across departments and with leadership.
- Advanced analytical and problem-solving skills specific to the sales process.
- Business acumen when it comes to sales profitability and opportunities.
- Experience researching and reporting on both sales data and customer trends to create sales forecasts.
- The ability to delegate tasks and support sales teams.
- Research, analysis, and problem-solving skills to understand sales and customer data and create optimized sales processes
- Experience building and managing Salesforce reporting and dashboards. You are a subject matter expert.
- 1-3 years of experience in sales operations.

#### **WHILE ALSO BEING:**

- A person who believes that *fun* means efficient, productive, and successful.
- Able to laugh at yourself when necessary and laugh with your co-workers often.
- Smart enough to know what you don't know, and confident enough to ask questions.
- A team player who is comfortable working in a highly autonomous, fast paced environment with a flat management structure.
- 100% accountable to colleagues, customers, and work.
- A smart, nice, person.

Please submit your resume and a cover letter to [careers@snpnet.com](mailto:careers@snpnet.com).