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**JOB DESCRIPTION: SALES OPERATIONS MANAGER**


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<b>DEPARTMENT:</b>	Business Development	<b>REPORTS TO:</b>	Senior Manager, Sales Operations
<b>JOB CLASS:</b>	Manager	<b>PAY GRADE:</b>	19
<b>EXEMPT STATUS:</b>	Exempt	<b>DATE:</b>	11/5/2015

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***Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.***

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**POSITION GENERAL SUMMARY:**

The Sales Operations Manager manages the daily functions related to the administration of the FLVS Business Development CRM, the provisioning process, and the assignment of tasks to internal teams for the successful fulfillment of customer orders. The Sales Operations Manager develops and ensures the ongoing improvement of various tools, objects, and processes in or related to Business Development's CRM including, but not limited to, customer accounts, customer assets, assorted reporting requirements, renewals, sales operations, customer invoicing, commissions, competitor tracking, courses, products, and price books.

**ESSENTIAL POSITION FUNCTIONS:**

- Provide supervision, leadership, and performance management to the FLVS Business Development Operations Team
- Oversee primary system administration for the FLVS Business Operations CRM, ensuring data entry and reports are accurate and provided in real-time
- Oversee order processing and implement continual improvement of all processes related to order processing to meet the evolving needs of all business development teams
- Manage the coordination of the customer provisioning process and ensure tasks are assigned to appropriate teams or individuals according to the product being delivered
- Manage the creation of reports, dashboards, and other processes in the FLVS Business Development CRM in support of all FLVS Business Development teams based on the goals of the department and organization
- Oversee the creation and maintenance of customer assets within the FLVS Business Development CRM and ensure asset information meets the needs of all Business Development teams
- Develop, implement and monitor best practices with regards to CRM maintenance, configuration, development, testing, data integrity, etc
- Establish and oversee data integrity and manipulation tasks such as merging duplicate records and establishing proper ownership of existing accounts and contacts in accordance with sales
- Establish and oversee the maintenance of CRM user roles and profiles, security settings, access settings etc. (User Profiles, Role Hierarchy, Sharing Rules and Security)
- Oversee and ensure the appropriate and timely training of all Business Development team members on the CRM system
- Oversee and ensure appropriate and timely communication with customers regarding orders, products, and services delivered or scheduled for delivery in support of the

sales team

- Oversee the development and ongoing maintenance of the Business Development operations team standard operating policies and procedures
- Research changes in upcoming versions of CRM system and other integrated applications; provide recommendations when necessary to enhance efficiency and productivity in support of the Business Development team
- Lead Business development user requirement sessions and document user requirements to address changing business needs
- Collaborate with Business Development stakeholders and Platform Development to create custom objects, fields, formulas, validation rules, custom workflow, and approval processes based on business needs and in support of the sales team
- Design, test, and work with Platform Development to release quality, scalable and well documented solutions on the CRM platform for Business Development
- Make recommendations for enhancements and modifications to improve CRM performance, efficiency, internal business process, and reporting
- Analyze data on reports generated and make initial recommendations for action in support of the sales team
- Analyze CRM performance and take action to correct deficiencies
- Work proactively with the Business Development team to address internal/external customer needs and escalate issues/concerns as needed
- Serve as point of contact and liaison with Platform Development and other internal and external contacts for Business Development CRM and CRM-related sales operations
- Track effectiveness of established policies and procedures and implement change as needed based on findings
- Oversee the execution of renewal services in support of the sales team
- Manage, control, direct, and supervise assigned direct reports, including general leadership, planning, organizing, and reviewing
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

*(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)*

**MINIMUM REQUIREMENTS:**

***Education/Licensure/Certification:***

- Bachelor's degree; or equivalent combination of education and relevant experience
- CRM administrator certification, preferred

***Experience:***

- Three years' sales support experience
- Leadership, supervisory, and or management experience, preferred
- Experience using databases and CRM tools, required
- Salesforce.com experience, preferred

**Knowledge, abilities and skills:**

- Excellent written and verbal communication skills
- Possess qualities and skills to be a proactive, positive team player
- Excellent organizational skills
- Exercises independent judgment to adopt or modify methods and standards to meet responsibilities
- Ability to work with and through people to establish goals, objectives, and action plans
- Ability to handle multiple priorities, meeting deadlines, and effective time management
- Strong attention to detail
- Strong interpersonal and customer service skills
- Highly proficient in Microsoft Office Suite
- Strong process and project development skills
- Innovative problem solving skills and techniques to accomplish objectives
- Ability to maintain a holistic view of all Business Development business processes and users in the CRM to understand cross-functional impacts with regard to configuration, process, workflow and reporting
- Ability to successfully manage multiple concurrent projects

**CORE COMPETENCIES FOR SUCCESS:**

<b>COMMUNICATION SKILLS</b> <i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i>	<b>CUSTOMER FOCUS</b> <i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i>
<b>INTERPERSONAL SKILLS</b> <i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i>	<b>FUNCTIONAL /TECHNICAL EXPERTISE</b> <i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i>

## **MANAGER COMPETENCIES FOR SUCCESS:**

<p><b>COMMAND SKILLS</b></p> <p><i>Relishes leading; Takes unpopular stands if necessary; Encourages direct and tough debate but isn't afraid to end it and move on; Is looked to for direction in a crisis; Faces adversity head on; Energized by tough challenges</i></p>	<p><b>CONFLICT MANAGEMENT</b></p> <p><i>Steps up to conflicts, seeing them as opportunities; Reads situations quickly; Good at focused listening; Can hammer out tough agreements and settle disputes equitably; Can find common ground and get cooperation with minimal "noise"</i></p>
<p><b>LISTENING</b></p> <p><i>Practices attentive and active listening with all groups/people; Has the patience to hear people out without interruption; Can accurately restate the opinion of others even when he/she disagrees</i></p>	<p><b>MANAGING DIVERSITY</b></p> <p><i>Manages all kinds and classes of people equitably; Deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; Hires variety and diversity without regard to class; Supports equal and fair treatment and opportunity for all</i></p>
<p><b>DEVELOPING OTHERS</b></p> <p><i>Provides constructive, concrete, behavioral feedback to others through monthly development discussions; Shares information, resources and suggestions to help others be more successful; Delegates challenging work assignments or responsibilities that will help the abilities and stretch others; Regularly meets with employees to review development needs, career aspirations and progress; Constructs compelling developmental plans and executes them; Creates a climate in which people want to do their best; Is a good judge of talent; After reasonable exposure, can articulate the strengths and limitations of people inside or outside the organization</i></p>	<p><b>TIMELY, QUALITY DECISION MAKING</b></p> <p><i>Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; Able to make a quick decision; Makes good decisions based upon a mixture of analysis, wisdom, experience and judgment; Sought out by others for advice and solutions; Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time</i></p>
<p><b>PROCESS MANAGEMENT</b></p> <p><i>Good at figuring out the processes necessary to get things done; Knows how to organize people and activities; Understands how to separate and combine tasks into efficient work flow; Can readily see opportunities or synergy and integration; Can simplify complex processes; Gets more out of fewer resources</i></p>	<p><b>TEAM BUILDING</b></p> <p><i>Develops networks and builds alliances; Participates in cross-functional activities to achieve organizational objectives; Focuses time and energy to develop direct report team and peer team; Fosters commitment, team spirit, pride and trust; Recognizes and rewards people for their achievements and contributions to organizational success; Identifies and tackles morale issues; Provides training and development to employees; creates and participates in team building sessions; Empowers others; Makes each individual feel his/her work is important; Invites input from each person and shares ownership and visibility</i></p>
<p><b>MANAGING &amp; MEASURING WORK</b></p> <p><i>Clearly assigns responsibility for tasks and decisions; Sets clear objectives and knows what to measure and how to measure them; Monitors process, progress, and results; Designs feedback loops into work; Holds self and others accountable for achieving goals and objectives</i></p>	<p><b>COMFORT AROUND HIGHER MANAGEMENT</b></p> <p><i>Deals comfortably with more senior managers; Presents to more senior managers without undue tension and nervousness; Determines the best way to get things done with more senior managers by talking their language and responding to their needs; Crafts approaches to working with more senior managers that are seen as appropriate and positive</i></p>
<p><b>MANAGERIAL COURAGE</b></p> <p><i>Doesn't hold back anything that needs to be said; Is not afraid to provide current, direct, and "actionable" positive and corrective feedback to others; Lets people know where they stand; Faces up to people problems on any person or situation quickly and directly</i></p>	

**PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:**

- Location: Orlando VLC
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

*(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)*

*FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.*