

**Position Title: Sales Operations Manager**

**Department: Sales**

**Reports To: VP of Sales**

**FLSA Status: Exempt**

### **General Summary:**

The Sales Operations Manager will have a critical role in increasing efficiencies of the sales organization. This individual will lead our growing operations team, which currently includes four employees and supports our commercial and residential sales teams across five states. Responsibilities include data analytics, forecasting, reporting, research, deal/project management, and other initiatives to improve sales operations. This position will report directly to the VP of Sales, assisting the executive team with high-level projects and priorities for all lines of business. Our companies are executing an aggressive growth plan, and this role will have the opportunity to expand with the company.

### **Essential Job Functions:**

- Strong leader, capable of building and developing teams
- Capable of managing high-performing operations employees
- Prioritize and manage a variety of projects to meet deadlines
- In depth understanding of company data sources
- Ability to analyze complex data and summarize for business needs
- Support analytic and operational needs of commercial and residential sales
- Implement initiatives to grow broadband, voice, and other lines of business
- Provides routine reporting updates needed to manage day-to-day business
- Assist with documentation of processes and training materials
- Resolves escalations of sales issues as needed.
- Supports partnerships with external partners.
- Provides analytics, reporting, and other operational support as needed.

### **Knowledge, Skills, and Abilities:**

- Ability to track and manage key initiatives and projects
- Knowledge of company products and service.
- Knowledge of company policies and procedures.
- Skill in oral and written communication.
- Skill in identifying problems and resolutions.
- Ability to communicate with customers, co-workers, and various business contacts in a professional and courteous manner.
- Ability to work with numbers and calculations.
- Ability to manage multiple projects and deadlines in fast paced environment.
- Knowledge of telephone and internet operations and subscriber service concerns a plus.

### **Education and Experience:**

High school diploma required; 2- or 4-year degree preferred, with a minimum of 4 years operations and/or analytics experience. Management experience preferred.

**Physical Requirements:**

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking:		X		
Climbing/Stooping/Kneeling:		X		
Lifting/Pulling/Pushing:		X		
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

**Working Conditions:**

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions; may involve occasional exposure to some of the elements listed above.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

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