

Sales Operations Specialist

The Sales Operations Specialist is responsible for supporting all stages of the sales cycle as a key member of the Calabrio account team. This position will be essential to the sales activities and communications between Calabrio prospects, current customers and channel partners on new, upsell, cross-sell, upgrades and maintenance renewal opportunities. This role will execute the sales operations activities; sales orders, quotes & contracts, sales processing & bookings, RFPs. They will be responsible for maintaining CRM/SFDC throughout sales cycle. They will maintain effective communications with executives and managers across the company to ensure proper sensitivity to the needs of the sales force and provide outstanding customer support to internal and external customers.

CORE EXPECTATIONS

- Assist Sales organization in processing software, professional services and support opportunities
- Support sales team with finalizing appropriate sales documentation; quotes, Statements of Work, Purchase Orders, Licenses & Software authorizations
- Coordinate, write and drive the completion of RFI/RFPs in partnership with Sales by engaging key corporate departments while maintaining and improving an RFP repository and best practices processes
- Maintain SF.com with key artifacts during the sales cycle
- Ensure sales team alignment to sales processes, policies and procedures
- Work closely with Service, Sales Engineering, Product Marketing, Marketing and other Calabrio functional areas to support the sales team's success
- Work with sales teams to generate key target opportunities
- Drive entire maintenance renewal business with partners & customers
- Understand and adapt to effective sales models and programs
- 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
- Effectively execute and drive desired results
- 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
- Ability to articulate needs for process improvements
- Other core competencies will be defined by your direct supervisor/manager

EXPERIENCE/EDUCATION

- Bachelor's degree in a business-related function
- Minimum of 2-3 years 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 learn more about our company please visit:

www.calabrio.com.

To apply to this career opportunity follow this link:

<https://home.eease.adp.com/recruit/?id=14378151>

ABOUT CALABRIO

Calabrio, Inc. is a growing software company that delivers highly innovative solutions for businesses that want to take their customer service organizations to the next level. Through call recording, workforce management, performance management and analytics, Calabrio customers have a new level of information about their customers and about their business. Calabrio delivers the most flexible, intuitive solutions in the industry, and our unique approach is why Gartner placed us as the only vendor in the visionary quadrant this year

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