

# ILLUMITEX

## Sales Operations Manager

### POSITION OVERVIEW

Sales Operations Manager will report to SVP of Sales and Marketing and provides vital support to Sales Leadership, Operations, Manufacturing, and Finance leaders. This role will be primarily accountable for forecasting to drive Supply Chain, Manufacturing, to support the Sales Plan. This is a mission critical role at the heart of all major functions.

### RESPONSIBILITIES-

- Lead contact for Sales and Operations planning. Frequent contact with Operations, Sales, Accounting & Finance, Project Management, Engineering, Quality to determine and communicate needs, assignments, and results for the product line
- Implement workflow of sales processes including but not limited to forecast tracking, sales analysis, management of pricing systems, sales team incentive metrics.
- Implement and track all key metrics for sales and all functions touching the customer
- Identify trends and recommend root causes for success and improvement in processes.
- Lead a reporting structure for product forecast, backlog, in stock inventory, lost orders and profitability statements with and between the Accounting Department, Operations team and Sales leadership.
- Sales Force Lead contact: Field Salesforce questions, needs and coordinate responses.
- Develop lead management and lead life cycle as prospects funnel through the pipeline from marketing to sales to ensure they are being handled effectively and efficiently.
- Implement and update key Dashboards for Leadership, Sales Teams, and agencies.
- Track and report sales team promotions and results.
- Review pending orders and specific customers' requests to ensure excellent customer service and customer experience. Attend weekly production meetings as needed.
- Manage the data in the internal sales quoting & ERP system including updating pricing and customer and agency database.

### MINIMUM QUALIFICATIONS-

- Bachelor's Degree in business, finance, accounting or other related field or a minimum of 7 years of related experience. MBA preferred.
- Must demonstrate strong analytical ability.
- Demonstrates customer service focused commitment and sense of urgency to ensure both customer and internal stakeholder success.
- Excellent written, verbal, interpersonal skills.
- Excellent analytical skills.
- Superior computer applications skills with Microsoft Office products, databases and CRM. Salesforce experience a MUST, Pardot experience a PLUS.
- Experience using various information resources including the internet, databases, publications, etc.
- Strong understanding of proposal generation and financial analytics.
- Ability to utilize spreadsheet models to track, analyze and interpret cost, revenue and profit of potential and actual orders.
- Awareness of the purpose and value of scheduling and ERP software
- Ability to handle multiple and changing priorities.
- Demonstrated inspirational leadership and able to support a team in navigating a high-volume workload.
- Ability to work effectively, independently and in a team environment.
- Flexibility in working hours required, evening and weekend work may be required.

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## WORK ENVIRONMENT-

Spends 90% of time in a temperature-controlled environment. Spends 10% of time in a manufacturing or services workshop environment and may be exposed to possible hazards including high noise, heavy machinery and inclement weather. Travels 5-10% of time; international travel may be required.

## COMPENSATION AND ADDED VALUE –

In exchange for your background and willingness to give your best to the Illumitex team, we offer the following perks:

- Competitive base salary with commission and potential bonus opportunity
- Excellent healthcare, dental and vision programs with the company contributing towards the premium.
- Incredible PTO programs, we take care of our team
- 401(k) program
- A culture of appreciation and recognition for good ideas and a job well done

Illumitex will only employ those who are legally authorized to work in the United States. This is not a position for which sponsorship will be provided. Individuals with temporary visas such as E, F-1, H-1, H-2, L, B, J, or TN or who need sponsorship for work authorization now or in the future, are not eligible for hire.

TO APPLY PLEASE SEND RESUME AND SALARY REQUIREMENTS TO: [hr@illumitex.com](mailto:hr@illumitex.com)