

Sales Operations Administrator

The small print...



Sales Operations Administrator North America



Are you looking for an exciting and diverse role?

Impact North America is seeking a Sales Operations Administrator to support our sales team as we manage growth and expansion. This is a new role responsible for assisting sales leadership in achieving operational excellence for Impact, including day-to-day administrative and operational tasks.

Reporting to Impact's SVP-Global Client Services, this is a key role supporting our Business Development and Client Management teams to help drive revenue growth and increase sales productivity.

The position allows the flexibility to work from one of Impact's US offices and/or remotely.

The ideal candidate will be well-organized, energetic and flexible with a collaborative 'can-do' attitude, able to work independently and partner as a member of our team. The selected candidate will be encouraged to take initiative and identify ways to streamline processes and implement supporting structures.

Responsibilities include:

- Entering and managing sales data in Impact's CRM (DEREK) and other software programs
- Creating sales team performance dashboards and conducting statistical studies
- Developing and maintaining daily, weekly, monthly and quarterly reports and Key Performance Indicators
- Partnering with Sales Leadership to create and maintain sales forecasting tools and data
- Assisting Sales Leadership with pipeline and opportunity tracking and analysis
- Supporting lead generation via capture, organization and tracking of sales summit business meetings notes to help convert prospects to new clients
- Partnering with Account Directors to conduct account research and identify additional buying centers within existing clients
- Organizing and maintaining RFP content in a digital library to streamline the RFP response process under deadline pressure
- Writing copy in response to RFP questions and inputting required information on the client RFP portal
- Supporting and streamlining proposal development by maintaining and cross-leveraging existing proposal content/materials
- Supporting pitch preparation scheduling via coordination of internal staff calendars (including global colleagues)
- Providing administrative support to our Client Service Teams (CST)
- Coordinating with Marketing to capture and organize sales-focused collateral, including industry awards, whitepapers, research studies, etc.
- Supporting onboarding of new sales team members with sales-related resource material
- Supporting the contracting process involving both MSAs and SOWs

Skills: you will excel in this role if you have....

- The ability to understand the strategic direction and goals of the Sales organization and implement appropriate processes to facilitate achievement of business objectives
- Well-developed capabilities in problem-solving and crafting efficient processes
- A results and success-oriented mentality, conveying a sense of urgency and driving issues to closure
- An ability to initiate and build relationships with people in a positive, collegial, and collaborative manner
- An innate drive to innovate and optimize the use of available resources
- A strong work ethic while operating within an informal, non-corporate culture
- Comfort with adapting and adjusting to multiple demands, shifting priorities, ambiguity, and rapid change

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About Impact:

Impact is an award-winning global leadership development firm in business for 41 years. Our client solutions are custom-designed and leverage a business-relevant experiential learning approach, delivered via expert facilitation and coaching.

Impact's clients include many of the most prestigious Fortune and Global 500 organizations.

Our North America business is headquartered in Greenwich, CT with additional offices in West Palm Beach, FL and Los Angeles, CA staffed by a talented team of Consultants, Project/Program Managers, and Client Service Professionals.

Compensation and Benefits:

Salary is \$60-70K (US) Profit share, bonus scheme. 401(k) retirement plan available. More details shared during an interview. Wellbeing – 25 vacation days, flexible work environment and health care coverage for employees is fully covered; family plans available with contribution. Celebrating successes – no matter how great or small. Caring for each other – we always have each others' backs. Adventure and fun – where else would you celebrate the biggest internal blunder of the year with a trophy and an awards ceremony?!

Would you like to join our team?

We'd love to hear from you if you like the sound of us and you think we'll like the sound of you!

Apply via our website

