



Sales Operations Analyst
San Jose, CA or East Bay, CA

Looking for a self-starter who thrives in a results-oriented work environment. Applicant should be passionate about delivering measurable results and enjoy working on a wide variety of projects. Responsible for performing and coordinating Sales Operations processes and tasks, as well as developing and maintaining sales reporting systems. The Sales Operations Analyst requires a strong analytical ability, commitment to customer service, and an ability to manage large amounts of data and information to support strategic and tactical decision making. Additionally, the position will require an ability to effectively manage and communicate business processes with cross-functional teams across the enterprise. The individual in this position handles projects and information requiring a high degree of confidentiality and integrity.

Role & Responsibilities:

- Provide top notch support to field Sales organization by helping to clear issues in the sales process which can range from systems, process, orders, POCs, to RFP support requests.
- Proactively identify areas of improvement and manage projects to address root cause issues.
- Create both standardized & custom reports and conduct qualitative product & sales analysis.
- Troubleshoot sales crediting discrepancies and working with the field sales team to resolve questions.
- Assist in the creation and maintenance of trending analysis, reports and presentation materials
- Supports development, launch, and roll-out of new tools, resources and initiatives with the commercial organization (i.e., CRM, Tableau, sales compensation plans, business planning processes, sales process execution, etc.) to drive adoption and buy-in across the commercial organization.
- Supports development of appropriate processes, structures, tools, and resources for the commercial organization to execute strategic priorities.
- Research and quantify opportunities that can improve efficiency and allow for scaling
- Perform market analysis and build business cases
- Assist in forecasting, pipeline analysis, and financial planning
- Proactively identify and implement operational improvements, enhancements, and system customizations for manual and tech-enabled functionalities.
- Retrieve and analyze complex datasets using Excel, Salesforce.com and other data management/BI systems
- Comfortable with resolving data disputes, with proven ability to weigh both sides of an argument and make an objective decision
- Collaborate cross functionally on a variety of strategic initiatives
- Review all quote requests to meet company discounting, regulatory, and approval policies and procedures
- Resolve any quote/order questions with sales team and/ or site planning team
- Manage distributor contracts and commission payments

- Review customer signed contracts and purchase orders for accuracy

Experience

- BS/BA degree in Business or analytics field with 4-8 years of experience and a minimum of 3 years' experience in Sales Operations.
- Minimum of 5 years of related experience in sales operations role/contract administration/order administration

Technical Skills

- Proficient MS Excel, PowerPoint, and Project management skills to analyze, organize, and present data
- Experience with Customer Relationship Management System (CRM) such as Salesforce.com, MS Dynamics or other similar system.
- Experience with Business Intelligence tools preferred (Tableau, Domo, Power BI, etc.).
- Exceptional analytical, problem solving, and critical thinking skills
- Strong organizational and analytical skills that result in conclusive recommendations
- Excellent problem solving and critical thinking skills

Other Skills

- Ability to take initiative in a constantly-changing work environment and adopt a do-what-it-takes mindset
- Demonstrated ability to work in collaboration with multiple functional areas. Previous experience and demonstrated success working in a high paced, goal driven, and results oriented environment
- Ability to work independently and research problems
- Ability to multi-task and perform in a team orientated environment
- Excellent interpersonal, oral and written communication skills