VICE PRESIDENT OF SALES OPERATIONS

Job Description:

The Vice President Sales Operations (VPSO) directs the firm’s support investments in sales force effectiveness and manages functions essential to sales force productivity. These include planning, reporting, quota setting and management, sales process optimization, sales training, sales program implementation, sales compensation design and administration, and recruiting and selection of sales force talent. The VPSO is responsible for the overall productivity and effectiveness of the sales organization. Reporting to the Senior Vice President Sales, the VPSO fosters close working relationships with internal and external stakeholders to ensure the sales organization’s efficient operation and success. The VPSO may manage one or more Directors Sales Operations.

Job Responsibilities:

* Designs, implements, and manages sales forecasting, planning, and budgeting processes.
* Establishes high levels of quality, accuracy, and process consistency in planning, forecasting, and budgeting approaches used by the sales organization.
* Ensures planning, forecasting and budgeting efforts are appropriately integrated with other planning processes employed within the firm.
* Provides leadership to the sales organization, and counsel to the Senior Vice President Sales, in implementing sales organization objectives that appropriately reflect the firm’s business goals.
* Responsible for equitably assigning sales force quotas and ensuring the firm’s financial objectives are optimally allocated to all sales channels and resources through the quota program.
* Accountable for the timely assignment o f all sales organization objectives.
* Partners with senior sales leadership to identify opportunities for sales process improvement.
* Facilitates successful implementation of new pro grams through the sales organization by ensuring a well-defined, efficient sales process is in place for launch.
* Fosters an organization of continuous process improvement.
* Prioritizes investments in enabling technologies in support of sales organization productivity.
* Works closely with the Senior VP Sales and Chief Technology Officer to understand firm sales and technology strategy.
* Recommends changes and enhancements to the company Customer Relationship Management technology platform.
* Responsible for the optimal deployment of sales personnel.
* Makes recommendations for changing sales roles, coverage models, or team configurations in order to maximize sales productivity.
* Lead s a change management process to build organizational understanding of proposed changes, establish support from key leadership stakeholders, and effectively implement new deployment and job models.
* Works closely with senior sales leadership to define the optimal performance measurements and performance management programs required to ensure sales organization success.
* Aligns reporting, training, and incentive programs with these performance management priorities.
* Ensures sales reports and other internal intelligence is provided to the sales organization.
* Develops new reporting tools as needed. Coordinates with sales leadership and other stakeholders to lead efficient and accurate sales force reporting initiatives.
* Working closely with sales leadership and Human Resources, establishes a sales force training plan focused on developing and reinforcing critical sales competencies.
* Prioritizes training objectives for selling, sales management, and sales support roles.
* Oversees the delivery of field and HQ training to sales, sales management, and sales support personnel.
* Working with Human Resources and senior sales leadership, designs sales incentive compensation programs that provide market-competitive pay, reinforce sales organization strategy, and align with business and sales organization objectives.
* Oversees sales compensation plan administration.
* Establish sales compensation program rules, policies, and procedures.
* Ensures sufficient resources are assigned to adequately administer sales compensation programs.
* Works closely with Accounting, Finance, and Human Resources to establish rules, policies, and procedures associated with sales compensation.
* Directs and supports the consistent implementation of company initiatives.
* Achievement o f firm sales, profit, and strategic objectives.
* Accountable for the on-time implementation of sales organization quotas and performance objectives.
* Accountable for the thorough implementation of sales organization-impacting initiatives.
* Responsible for the efficient allocation of technology, support, and training resources impacting the sales organization.
* Accountable for accurate and on-time reporting essential for sales organization effectiveness.
* Achievement of strategic objectives defined by company management.
* Reports to the Senior Vice President of Sales.
* Directly manages one or more Director Sales Operations.
* Directs the support of sales specialists, implementation resources, service resources, and other sales and management resources as needed, coordinating with the appropriate management resources.
* Fosters close, cooperative relationships with peer leaders and other senior executives.

Job Qualifications:

* Masters in business, marketing, or related field
* Experience as a vice president of sales operations

Opportunities as a vice president of sales operations are available for applicants without experience in which more than one vice president of sales operations is needed in an area such that an experienced vice president of sales operations will be present to mentor.

Job Skills Required:

* Willingness to travel
* Understanding of the industry
* Understanding of the company’s needs
* Great interpersonal and communication skills
* Business development and strategy implementation knowledge
* Strong leadership and decision making skills
* Ability to sell, manage and drive growth
* Excellent customer relationship management skills
* Ability to meet sales targets and production business goals
* Sense of ownership and pride in your performance and its impact on company’s success
* Critical thinker and problem-solving skills
* Team player
* Good time-management skills
* Great interpersonal and communication skills
* Familiarity with industry’s rules and regulations
* Ability to lead
* Ability to resolve interpersonnel issues