

# VigiLanz®

**TITLE:** Sales Operations Manager

**DEPARTMENT:** Sales

## **POSITION OVERVIEW:**

The Sales Operations Manager supports functions essential to the VigiLanz Sales Team's productivity. This individual is responsible for the overall productivity and effectiveness of the VigiLanz Sales Team. Reporting to the Vice President of Global Sales and Sales Operations, the Sales Operations Manager also works closely with internal and external stakeholders to ensure the appropriate objectives and priorities are enabled within the sales organization.

## **JOB RESPONSIBILITIES:**

- Supports the VP of Global Sales with assignment of the VigiLanz Sales Team's pipeline and ensures pipelines are up-to-date and accurate.
- Working closely with the VigiLanz Sales Team to create pricing proposals and templates as needed. Also working closely with the VigiLanz Sales Team and bridging the gap between Sales and Legal for any contracting and renewal requests.
- Proactively confirms all sales organization objectives are assigned in a timely fashion.
- Works to ensure all closed sales are seamlessly closed out in our CRM and handed off to our implementation and project management team as well as getting details to our finance team for invoicing details.
- Coordinates Sales planning activities with other functions and stakeholders within the company. Managing and scheduling of product demonstrations that involves clinical and technical resources within VigiLanz and coordinating with the VigiLanz Sales representative and the prospective hospital or hospital system.
- Proactively identifies opportunities for sales process improvement. Works closely with VP of Global Sales to inspect sales process quality and prioritize opportunities for improvement. Assists VP of Global Sales in understanding process bottlenecks and inconsistencies. Facilitates an organization of continuous process improvement and continuous support to the VigiLanz Sales Team in their efforts to close deals.
- The Sales Operations Manager is the system administrator for our Salesforce.com CRM internal platform. This role monitors the accuracy and efficient distribution of sales reports and other intelligence essential to the VigiLanz Sales Team's success.
- Customer focused: Demonstrates strong empathy for customers and wanting to further help hospitals better the quality of their patient care.
- Demonstrated desire for continuous learning and improvement with the ability and willingness to help as needed in any aspect or process of the sales cycle.

## **OTHER QUALIFICATIONS:**

- Communication: This person should demonstrate excellent communication and presentation skills. Comfortable on the phone talking to medical professionals.
- Persistent: Cannot be afraid to be told no over the phone. This is a complex solution and product that takes time and persistence with the prospective clients to be successful.
- Comfortable calling and emailing hospitals and larger hospital systems (IDN/IDS) who are and who are not current VigiLanz clients, to build and gain quality relationships.

## **EXPERIENCE AND TECHNICAL SKILLS:**

- 3 years minimum in a sales support or sales operations role.
- Ability to manage influence through persuasion, negotiation, and consensus building.
- Proficient with Salesforce.com (CRM), Microsoft Outlook, Excel, and PowerPoint are required.
- Ability to support the sales team and leadership team with CRM questions or reporting guidance within Salesforce.com.

## **EDUCATIONAL REQUIREMENTS:**

4-year degree required

The above statements are intended to describe the general nature and level of work being performed by most people assigned to this job. They're not intended to be an exhaustive list of all duties and responsibilities and requirements.