



CallerReady

Sales Operations Manager

Company Description

Founded in 2010, headquartered in Pittsburgh, Pennsylvania

CALLERREADY IS THE GO-TO PLATFORM FOR MARKETERS LOOKING TO SCALE THEIR BUSINESSES WITH MOBILE CONVERSATIONS

We help businesses grow by connecting their salespeople with prospects faster and more efficiently. Our lead-to-call automation platform uses artificial intelligence (AI) software to replace manual outbound processes and enhance results. Best in class reporting, attribution, and data sharing are a key part of our technology solution, which provides meaningful data for marketers with multiple levels of granularity. Large and small agencies and businesses across a number of verticals love the results we deliver, with increases in their lead-to-call connection rates typically in the range of 25-100%.

"CallerReady has automated lots of the manual work and allowed me to take my business to the next level."

Join us in the evolution of the premier call marketing platform, we encourage your input and contribution to our success.

Job Description:

Do you share a passion for communicating with your voice? Are you super organized in a productive way that helps you achieve goals? Do you like technology and sales? Do you want to help marketers make intelligent business decisions and absolutely love where you work?

As **Sales Operations Manager** you will report directly to the CEO and look to build and architect a highly effective sales process from top to bottom. You will develop sales training, sales enablement, quotas, systems & reporting, as well as support the client on-boarding process to help drive prospects to client success. Additionally, you will ensure all leads (new and old) are entered in database, report on all activities to maximize sales performance, and help us create a scalable sales machine. You will also be engaging in the pre-sales process, ensuring that leads are qualified to speak to a sales rep. Speaking and engaging with prospects is critical to this role.

In this role you will become familiar with the call tracking, lead flow, call center, and sales processes of our clients. You will help our clients grow their businesses by utilizing different components of the CallerReady marketing and sales automation platform. Join a fast growing, team and make an impact across our organization. It's an exciting time to join CallerReady.

Do these things interest you? You will:

- Ensure excellent sales hygiene: keep track of leads and their progress through qualification, presentation, offering, closing agreements, and on-boarding to ensure success. Keep the information flow clean and up-to-date.
- Ensure follow-up requested by prospects is being delivered by email and verbally. Track follow-up and next steps.
- Ensure initial meetings are qualified and scheduled properly.
- Participate on sales calls in a support function. Documenting meeting notes and distributing meeting follow-up notes to the participants with action items for CallerReady and for the client. The meeting notes will serve as the summary guide to drive progress on the account. This documentation will also include any customer feature requests whether they are existing or may need to be built.
- Prequalification with prospective leads generated from conferences and online lead forms, emails and referrals. The goal is to create highly qualified opportunities for a sales executive.
- Collaborate with Sales, Implementation, and Client Success throughout the sales process.
- Build and design sales pitch decks, demos, and other supporting materials for sales.

What we look for:

- **Organization skills and detail orientation:**
 - Extremely strong organizational skills with keeping track of details. This high level of organization must be demonstrated in written form on trackers, in emails and verbally in meetings, calls and voice mail messages.
- **Communication and Team Orientation:**
 - You have excellent communication skills and very comfortable communicating with voice on the phone. Very comfortable with written communication, being clear and concise without losing details.
 - Personable, solutions oriented, creative thinker and problem solver.
 - Client focused with a high desire to help people and process.
- **Disciplined:**
 - Self-disciplined and manage time between multiple duties across the company.
 - A startup minded player who gets energized by creating new processes

- **Problem Solver:**

- You bring your organization and get-it-done attitude every day to be able to thrive under uncertain and high impact startup company conditions.
- Find ways to continually maximize efficiencies in the technical sales process, new customer setup, training, and on-going account support.

Ideal Candidate will have:

- 5+ years of experience with supporting the administration of a sales process
- Experience with some type of sales automation and CRM system
- A demonstrated and proven capacity to quickly absorb new concepts and technologies preferred
- Experience with marketing, marketing automation, call centers, advertising, and technology.
- Bachelor's or higher degree in Communications, Engineering, Advertising Technology, Marketing or related field. MBA is a plus.
- Experience developing support documents with Google and Microsoft products

When applying, please include your preferred salary structure and your most recent compensation.