



# SEBASTIAN

*Putting people first.*

**Job Title:** Sales Operations Manager  
**Department:** Sales  
**Reports To:** VP/Sales, Marketing, and Business Development  
**FLSA Status:** Salary/Commission

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## **Core Ideology:**

These are the essential and enduring principles of our company. Our core values are:

*Opportunity* to prosper                      *Responsibility* to get things done  
*Service* that exceeds expectations      *Respect* for customers, colleagues and community  
*Loyalty* without entitlement

**Our core purpose is to provide people with a great place to work and the opportunity to prosper, improving their lives, their communities and their company.**

## **Job Description:**

This position requires operational focus, strict adherence to process and a high level of collaboration with marketing and operational functions. This position is responsible for managing a growing sales staff in a dynamic, high growth company. The commercial team targets the business-to-business market for low -voltage products including PBX, data cabling and network infrastructure, security (access control, intrusion, surveillance), fire, A/V, automation and boardroom systems. This role may be expanded to include estimating and construction sales for both public and private bid work.

Under general direction of VP of Business Development, manages sales activities for revenue-generating personnel including outside sales, estimating, and support functions. Responsible for enterprise revenue targets including Central and North Valley market geography.

## **Job Duties:**

- Own, manage, and run the entire sales process with strict adherence to KPIs and revenue producing inputs.
- Collaborate with HR to keep all revenue-generating positions filled and to streamline on-boarding to minimize ramp time (speed to revenue).
- Analyze sales metrics and produce reports to support accurate pipeline management and forecasting
- Manage CRM reporting and data accuracy.

- Collaborate with trainer to ensure that training resources are in place to minimize ramp time.
- Supervises personnel which typically include recommendations for hiring, firing, performance evaluation, training, work allocation, and problem resolution.
- Work closely with operations to ensure effective customer communications including project coordination and post-installation follow-up.
- Assists in sales forecasting activities and development of performance goals related to the sales staff.
- Meets with key clients, assisting account managers with maintaining relationships and negotiating and closing deals.
- Coordinates liaison between sales department and other sales related units.
- Prepares for and attends exhibits, conferences, meetings, and other local and regional promotional opportunities.

### **Qualifications:**

- Sales management experience **NOT** required
- Bachelor's Degree in business-related field preferred
- Minimum of five years sales management experience with progressive managerial responsibilities.
- A history of implementing new projects which contribute to measured improvements process, performance or business efficiency.
- Demonstrated effectiveness in process management.
- Effective ability to communicate orally or in written form effectively with management, internal and external customers.
- Ability to negotiate in difficult situations for the benefit of the company.

### **Physical, Mental and Environmental Requirements:**

- Must be able to sit for long periods of time
- Must have minimal ability to stand, sit, squat, bend, kneel, twist, crawl, reach lift, balance, carry, push, and pull as required for light duties of standard office clerical positions.
- Must be able to lift 20lb. Maximum with frequent lifting and/or carrying objects weighting up to 10lb.
- Exposure to air-conditioned/heated office environment
- Exposure to low noise levels from office equipment and voices.
- All requirements may be modified to reasonably accommodate individuals with disabilities.