SoftwareSolutions
Personal Attention. Public Solutions.

Sales Operations Analyst
Dayton, Ohio

Department:	Sales and Marketing
Reports to:	Director of Sales and Marketing

Position Description

At Software Solutions, we pride ourselves on delivering cutting-edge software and services to help businesses streamline their operations and achieve their goals. Our team is dedicated to providing excellent customer service and innovative solutions in a fast-paced, collaborative environment.

Job summary

The Sales Operations Analyst plays a critical role in supporting the Sales Team and ensuring seamless operations across various functions. This position is responsible for managing the logistics of sales activities, processing client orders, coordinating with the Implementation team, and handling sales-related service tickets. The ideal candidate will have a strong analytical mindset, excellent organizational skills, and the ability to triage client issues effectively.

Essential Duties

- RFP Preparation: Assist in the preparation and coordination of Requests for Proposal (RFPs), ensuring that all client requirements are accurately captured and addressed. Collaborate with Sales and other departments to gather necessary information and create compelling proposals.

- Order Processing: Process client orders efficiently, ensuring all details are correctly entered and transitioned to the Implementation team for execution. Monitor the status of orders and provide updates to the Sales Team and clients as needed.

- Sales Team Logistics: Manage the logistics for Sales Team participation in trade shows and other events, including registration, travel arrangements, and coordination of materials. Ensure that all necessary preparations are completed to support a successful presence at events.

- Service Ticket Management: Oversee the management of Sales Team service tickets within Connectwise (our CRM system), ensuring timely resolution and communication with the team. Work closely with IT and other departments to resolve technical issues that impact sales operations.

- Client Issue Triage: Act as a key point of contact for triaging client issues, collaborating with various departments to ensure timely and effective resolution. Prioritize and escalate issues as necessary, maintaining a high level of client satisfaction.

Education and/or Professional Experience

One or more of the following:

- Bachelor's degree in Business, Marketing, or a related field
- 2-3 years of experience in sales operations, sales support, or a related role
- Familiarity with CRM systems, experience with Connectwise a plus

Preferred Qualifications:

- Experience in the software or technology industry
- Knowledge of RFP processes and proposal writing

Abilities Required

- Team-oriented
- Self-motivated
- Analytical
- Problem solver
- Customer service and detail oriented
- Organization and project management skills
- Proficient in computer skills including Microsoft Office Suite (Word, Excel, PowerPoint)
- Must be able to see and hear, read, and write.
- Requires adaptability, analyzing, assessing, calculating, decision making, dependability, good judgment, reading, memorizing, social skills, speaking, stress control.

Software Solutions is a 100% employee-owned corporation that strives every day to exceed client expectations by going beyond software to provide solutions that transform data into knowledge, enabling them to solve problems and better serve their customers. Join us and experience the difference that employee-ownership can bring to your career and your future!

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Software Solutions is an Equal Opportunity Employer. This company does not and will not discriminate in employment and personnel practices on the basis of race, sex, age, handicap, religion, national origin or any other basis prohibited by applicable law. Hiring, transferring and promotion practices are performed without regard to the above-listed items.

Send resume to: hr@mysoftwaresolutions.com