



JOB OPENING

Sales Operations Specialist - Canton, MA

Requisition # 17017

Job Grade: 15

Reports to: Vicki Williams- Director Sales Operations

SUMMARY:

The Sales Operations Specialist is responsible for working with Sales, Marketing, Finance, Engineering, Supply Chain, Production, QA, Shipping, and the Customer Services teams to ensure the highest level of service to our customers. The Sales Operations Specialist is responsible to advocate on behalf of his/her assigned customer(s) to ensure that premier service is delivered at all times while balancing the financial and operational goals of UNICOM Engineering. This will mean juggling multiple accounts/account executives with various needs simultaneously to ensure we meet or exceed the expected services levels of the customer.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Act as a customer advocate for campus based customers.
- Attend development training as required.
- Establish and maintain interpersonal relationships internally and within assigned accounts.
- Respond to customer's inquiries about orders, product availability, and production.
- Communicate internally customer priorities and requests. Analyze sales activities or trends for assigned customers.
- Inform customers of estimated delivery schedules or other information pertaining to purchased products.
- Assist sales with forecast updates and work internally to manage execution to the forecast.
- Make decisions and solve problems in conjunction with the assigned account manager regarding assigned customers.
- Plan, manage, and communicate progress on various projects simultaneously.
- Assist with preparation for customer meetings.
- All other duties as requested by immediate supervisor or department head.

QUALIFICATION REQUIREMENTS:

- B.S or B.A preferred for not required.
- Minimum of 5+ years of account support, inside sales, or account management experience in technology or software industry, preferred. Experience in other industries will be considered.
- Requires telephone conversations, use of electronic mail, writing letter and memos, face-face discussions with individuals or teams, contact with others (face-to-face, by telephone, or otherwise).
- Requires making decisions that affect other people, the financial resources, and/or image and reputation of the organization. Opportunity to make decisions without supervision. Requires making decisions that impact the results of co-workers, clients or the company.
- Freedom to determine tasks, priorities, and goals. Requires being exact or highly accurate, meeting strict deadlines, and work with others in a group or team.
- Requires work with external customers, and coordinating or leading others in accomplishing work activities. Job tasks may be performed in close physical proximity to other people.
- Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.