

Sales Operations Manager

Americas (virtual)

The Sales Operations Manager is responsible for supporting the Global sales operations function. The responsibilities include documentation, maintenance, and monitoring sales activity. This role reports to the Global Chief Revenue Officer.

What you'll get to do:

- Serve as a business partner and trusted advisor to sales leadership regarding overall targeted growth, performance, and operational efficiency
- Partner with global and regional leadership to identify opportunities for sales and buying journey enablement and process improvement.
- Manage CRM ongoing adoption and utilization within the sales team and provide input on reporting, dashboards, opportunity management expectations, and metrics.
- Work closely with Global and Regional CRO's to define the optimal performance measurements and management programs required to ensure sales organization success.
- Work closely with Global CRO, regional leadership, L&D, and HR to design and establish a sales force training plan focused on developing and reinforcing critical sales competencies
- Partner with Human Resources and Learning & Development to ensure continued expansion and adoption of a sales methodology and other learning priorities.
- Directly responsible for new hire sales onboarding and integration, ongoing training initiatives, managing annual sales kick off planning.
- Align reporting, training, and incentive programs with performance management priorities.
- Ensure that the ongoing onboarding and ramp of new sales people and teams is given particular focus and monitoring to assist sales leaders with the early-stage analysis of key performance indicators.
- Ensure timely assignment of all sales organization objectives
- Foster an organizational culture of continuous process improvement
- Evaluate the effectiveness of several selling methodologies and undertake subsequent improvement and upskilling initiatives.
- Partner with analytics team to provide on-time reporting and dashboards essential for sales organization effectiveness and coordinate with sales leadership to influence the adoption of the initiatives throughout the sales organization
- Conduct an audit of existing tools (e.g., Sales Plan templates, process documents, dashboards, eBooks, deal review templates) to identify gaps. Oversee the design/selection/adoption of improved tools

Skills and experience we value:

- Bachelor's degree in business management, finance or equivalent
- Master of Business Administration is highly desirable
- Excellent written and oral communication
- Experience in leading sales operations in a high-growth environment
- Strong leadership skills and people management experience



- Ability to manage multiple concurrent projects and summarize status to senior executive level
- Creativity and strategic thinking — and the agility necessary to master both the daily hands-on analysis and the big picture strategy
- Self-starter who sets aggressive goals and is driven to succeed both personally and professionally; focused on productivity; deeply committed to quality and integrity
- Able to create a culture of shared values throughout the company in which people work together cooperatively toward common and mutually recognized objectives
- Sophisticated understanding of sales performance metrics and KPIs
- Adapt and work effectively with a variety of situations and groups
- Exceptional org skills and strong innovative problem solver
- Manages work well, establishes timelines and clear priorities
- Proactive and takes initiative and ownership
- Plans for and anticipates potential obstacles
- Proficient use of productivity tools, such as word processors, spreadsheets, and presentation software
- Good knowledge of IT systems and experience in defining business requirements
- Proficiency in CRM and other sales automation tools
- Excellent interpersonal skills
- Displays courage and instills trust through integrity
- Ability to retain talent and build and lead diverse and effective team

Benefits and location:

- The current delivery team is based in King of Prussia, PA, and this position can be based in North America
- Eligible for variable compensation plan based on performance and company goals
- Paid vacation, sick days, and holidays
- Medical, dental, and vision insurance
- 401(k) retirement plan
- Voluntary life insurance
- Flexible Work Program (work from home and hybrid options)
- Many more ancillary benefits
- Periodic travel of less than 20%

How to apply:

Send your cover letter and resume to recruiter@people20.com and reference the job title and location.

About People2.0

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customers expand their value proposition, optimize opportunities to access the global talent pool, and create a borderless world of unlimited growth for their business. [People20.com](https://people20.com)

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In furtherance of this commitment, the Company is committed to providing a work environment that is free of prohibited harassment. As a result, the Company strictly prohibits sexual harassment and harassment against applicant and employees based on any legally recognized status, as defined above, or any other status protected by federal, state, or local laws.