

Position Title: Director of Sales Operations

FLSA Status: Exempt

Department Name: Sales

Reports to: Chief Executive Officer

Location: Tampa, Florida

Primary Purpose and Function:

The Directors of Sales Operations (DSO) is responsible for overseeing all sales operations for the organization, including providing support where needed to ensure successful business operations. Primary responsibilities include conducting business planning process to measure performance, maintaining accurate sales operations records, designing and modifying existing sales operations processes, assisting to create budgets, quotas, and comp plans. Additionally, this role will monitor operational performance, provide forecasting at regular intervals. This role will own end-to-end the Salesforce.com instance for MHS. Furthermore, this role will lead responses to customer requests for information or proposals (RFI/RFP), by working in conjunction with a cross-collaborative Selling team and a cross-functional leadership team. This role manages support functions relating to all areas of Sales and Sales productivity including sales training, sales program and spiff implementation, and assisting in recruiting and other training and recruiting types of events. This role will work closely with Marketing on developing, maintaining and executing on marketing lead gen campaigns, drip campaigns, etc.

Reporting directly to the CEO, the DSO also works closely with internal and external stakeholders to ensure the appropriate objectives and priorities are enabled within the sales organization are supported.

This role may or may not have direct reports now or in the future. Direct reports may include, now or in the future, the MHS Account Management and Solution Development Representatives.

Essential Functions and Responsibilities:

- Coordinates sales forecasting, planning, and budgeting processes used within the sales organization.
- Organize and manage the efforts of multiple MHS product lines and service offerings.
- Proactively monitors and strives to maintain high levels of quality, accuracy, and process consistency in the sales organization's planning efforts.
 - As needed, coordinates planning activities with other functions and stakeholders within the firm.
- Manages and administers the MHS Salesforce.com instance
 - Own the end-to-end process of tracking the sales funnel and operation metrics, while helping to build, maintain, and improve our training materials, data and reporting with Salesforce.com
- Supports the equitable assignment of sales force quotas and ensures quotas are optimally allocated to all sales channels and resources.
- Proactively identifies opportunities for sales process improvement.

- Works closely with sales management to inspect sales process quality and prioritize opportunities for improvement.
- Assists sales management in understanding process bottlenecks and inconsistencies.
- Facilitates an organization of continuous process improvement.
- Monitors the accuracy and efficient distribution of sales reports and other intelligence essential to the sales organization. Recommends revisions to existing reports or assists in the development of new reporting tools as needed.
- Implements and administers enabling technologies, including Salesforce.com and a future quoting tool, to field sales teams.
- Monitors the assigned sales organization's compliance with required standards for maintaining Salesforce.com data.
- Works closely with sales management to optimize the effectiveness of the firm's technology investments.
- Coordinates training delivery to sales, sales management, and sales support personnel in the sales organization supported.
- Working with Accounting, Finance, and Human Resources, and provides assistance with sales incentive compensation administration on an as-needed basis, or when required to arbitrate or clarify the application of sales compensation program policies and procedures.
- Builds peer support and strong internal-company relationships with other key management personnel.
- Responsible for the efficient allocation of technology, support, and training resources impacting the sales organization
- Assist Sales org with logistics and travel planning as needed
- Assist Sales org with expenses as needed

Key Contacts/Relationships:

- Trusted advisory relationships with partners, prospects and customers including leading a to-be-formed Customer Product Advisory Group
 - Business partner-level relationships with Marketing, Engineering, Product Management, Business Development, Professional Services, and the Inventory business unit.
- Coordination and collaboration of efforts between outside Sales Vice Presidents, Inside Sales Associates, Account Managers and various MHS team members to deliver customer satisfaction.

Knowledge, Skills and Experience Needed for the Job:

- Minimum Bachelor's Degree in Marketing, Business, Communications or related field and/or experience; ideally a Master's Degree
- Previous experience leading Sales Operations for a Software-as-a-Service technology firm required
- Expert on Salesforce.com (reporting, dashboards, process builder, workflows, triggers, etc.) and proven experience in implementing sales processes in Salesforce.com (Salesforce.com Admin certification a plus.)
- Experience managing Account Managers and/or Sales Development Representative (telemarketing teams) highly preferred
- Sales "DNA." Process oriented but still knows how to sell. Ideally has carried a quota at some time in his/her career and/or managed a team of inside sales reps.
- Direct experience in Supply Chain Management and Automation space is preferred
- Experience in the healthcare software sales space highly preferred

- Excellent oral and written communication skills with the ability to influence others internally and externally
- Energetic personality with good communication skills; a positive force within a team
- Strong leadership skills and ability to work both autonomously and as a team player
- Problem-solving oriented, with a constant desire to improve and achieve higher grounds
- Ability to analyze quantitatively, problem-solve, and scope business requirements
- Ability to deliver initiatives from conception through completion
- Excellent speaking-listening-writing skills, attention to details, proactive self-starter
- Ability to meet tight deadlines and prioritize workloads
- General office technology skills required (PC, Microsoft Outlook, CRM, smart phone, WebEx)

Physical Demands:

Travel throughout the US is required from time to time for customer visits, conference, and training. Participation in field events and conferences, corporate events, customer meetings, and more is expected from time to time.

Company Policy/Procedure Compliance:

The DSO will be obligated to comply with all company policies and procedures including, but not limited to any Customer Business Associate Agreements that the company may enter into, in addition to complying with other Human Resources requirements. In discharging the duties of this position, the DSO may come into contact with confidential patient identifiable electronic health information and will be obligated to maintain the confidentiality of this information and report any breach immediately to the proper hospital authorities.

Job Context and Other Relevant Information:

The DSO has a direct responsibility to ensure the safety of MHS's brand portfolio. The DSO will maintain the highest ethical standards possible in building and protecting brand equity.

Compensation and Company Benefits

MHS offers a competitive salary and executive bonus plan for this position. In addition, we offer a complete employee benefits package including company sponsored major medical and prescription program, dental, vision, life insurance and disability plans. In addition, we offer paid time off (PTO), paid holidays and supplemental Aflac insurance programs. We also provide a 401k retirement program with a company match.

Please submit your resume to: humanresources@mhsinc.com