

**Position Profile:**

The Sales Operations Manager is responsible for providing customer support to CURiO's major accounts through product information, follow-up and tracking, timely problem resolution and serves as the liaison between key accounts and other members of the CURiO team. The position works to increase productivity and efficiency regarding the execution and delivery phases of the sales cycle.

**Work Responsibilities:****Key Account Support Management:**

- Stays in constant and consistent communication with the customer, building relationships with key personnel and supporting sales staff in implementing the execution phase of the sales cycle.
- Manages staff to ensure proper entering of purchase orders into software system, collaborates with buying and delivery teams on achievable delivery dates.
- Serves as the primary liaison between key account customers and the teams providing production and delivery of customer orders, relaying information on quantity adjustments, delivery delays and other time sensitive information.
- Manages the key account customer complaint and resolution process, including returns, charge backs, allowances and replacements, working in coordination with finance and distribution personnel.
- Ensures incoming custom label/price tickets are distributed to production locations accordingly.
- Ensures forecasting of products is received from customer and distributed appropriately.
- Assist with monthly departmental reporting.

**Staff Management:**

- Effectively manage a multi-locational team under a fast pace and constantly changing circumstances.
- Proactively recruit, screen, and select candidates for current and future resource requirements.
- Ensure each employee has a clear and thorough understanding of their role and responsibilities. Collaborate with human resources to keep job descriptions current for each position.
- Effectively orient new hires to roles and responsibilities, ensuring a positive and productive experience.
- Ensure department structure and budgeted hiring plans are appropriate for performance and productivity levels required.
- Utilize the company's performance management program as designed to align individual performance to overall performance objectives. Meet all completion requirements at a high-quality level. Provide ongoing performance feedback. Identify and take appropriate action for non-performance.
- Mentor, guide, and coach direct reports to expand their capabilities and performance.
- Ensure all CURiO communication is disseminated to the team in a positive and timely manner.
- Administer all internal policies and procedures in accordance with company, human resources, budgetary, and finance guidelines. Ensure accuracy of staff data records.

**General Responsibilities:**

- Follows all policies and procedures of the company. Works cooperatively with all departments, maintaining a positive work atmosphere by acting and communicating in a manner that promotes cooperation with co-workers, supervisors, and managers.
- Maintain individual skills, keeping up to date with latest best practices, trends, concepts, and regulations in the specific job area.
- Manage time effectively, meet personal goals and work effectively with other members of the team to meet CURiO goals.
- Follows all safety guidelines and polices. Makes supervisor/manager immediately aware of any observed safety issue. Keeps work area clean and organized.

Position requires extended work hours as necessary to meet seasonal deadlines. May also require weekend work.

Performs other work as assigned.

**Minimum Qualifications**

- Bachelor's Degree or equivalent, work experience can substitute for educational requirement.
- Minimum of five years' work experience in a sales planning or support role.
- Minimum of three years' supervising personnel.

**Computer and/or software qualifications:**

- Basic level of proficiency in Microsoft Excel, Microsoft Word, Power Point

**Core Competencies:**

- Strong attention to detail with ability to organize and prioritize multiple resources and ensure on-time completion in a fast-paced environment
- Ability to demonstrate flexible and efficient time management and to appropriately prioritize workload based upon organization or departmental needs, both individual and team.
- Excellent interpersonal skills; clearly and efficiently communicate
- Critical thinking and problem-solving skills
- High degree of tolerance for stress and uncertainty
- Ability to work under constant deadline pressure and manage multiple projects across multiple lines of business
- Ability to work collaboratively and building strategic relations with coworkers, vendors and/or customers.
- Must be an individual of high energy, positive attitude and a proven track record of getting results.
- Skill in identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Skill in staff management through motivating, developing, and directing people as they work, identifying the best people for the job based on skills and potential.
- Ability to communicate and interact effectively with managers, co-workers, customers, vendor and other partners.
- Ability to maintain and protect company proprietary information

**Preferred Qualifications:**

- Experience working in an EDI environment
- Experience working in an MRP environment

**Travel Requirement:** Less than 10%

**Working Environment and Physical Demands:**

- General office environment: Works generally at a desk in a well-lit, air-conditioned cubicle/office, with moderate noise levels
- Ability to sit for hours at a time, viewing computer monitor and using telephone on a constant basis; some walking and standing relative to interaction with other personnel
- Occasionally required to lift and/or move items weighing 10 – 15 pounds
- Occasional exposure to work near moving mechanical parts and areas where equipment/product reaches high temperatures is possible.
- Occasional exposure to dusty and fragrant conditions, varying temperature levels, and high noise environments is possible.
- Periods of stress may occur