**Position Description:**

The Revenue Operations Manager is responsible for providing support to the Sales, Business Development, Marketing and Client Success teams by executing the day-to-day configuration, support, maintenance and improvement of the Sales, Business Development, Marketing and Client Success platforms to drive revenue process improvements and resulting revenue growth. This position works closely with functional leaders and subject matter experts (SME) to identify, develop and deploy the core Sales, Sales, Business Development, Marketing and Client Success processes.

This position reports to the Director, Sales and Marketing.

**RESPONSIBILITIES:**

Essential Functions

* Acts as the Subject Matter Expert (SME) and primary Systems Administrator for all Revenue Tech Stack tools utilized by Sales, Business Development, Marketing and Client Success (i.e., Salesforce, SalesLoft, Pardot, ZoomInfo, etc.). Trains new hires on the tools and processes ensuring data architecture and hygiene are continually maintained and optimized to support desired business intelligence needs. Grows the Revenue Tech Stack knowledge and skill set across the organization and leads key process improvement efforts across the revenue organization.
* Collaborates cross functionally to discover creative solutions that enable revenue growth.
* Assists with the preparation of forecasts and collects/analyzes data to evaluate current revenue goals.
* Recommends changes to current Sales and Marketing processes and procedures based on market research and new trends.
* Assists in development of sales quotas and forecasts for the Sales, Business Development,Marketing and Client Success teams.
* Coordinates the evaluation, scope and completion of new requests/ideas from the Sales, Business Development, Marketing and Client Success teams to add functions to tailor the above platforms. This is accomplished by understanding the request and assessing the value and scope to the system.
* Works with leadership to establish processes to support the administrative, development, and change management activities. Identifies any adverse effect or impact to others to implement these ideas into the software. Communicates changes in advance to other stakeholders.
* Handles all basic administrative functions for all Revenue Tech Stack tools including user account maintenance, reports and dashboards, workflow and other routine tasks. Troubleshoots operational issues as they arise, makes recommendations around changes/improvements.
* Completes regular internal system audits for all Revenue Tech Stack tools to process updates and upgrades as part of system maintenance, modifying/redesigning the software to meet internal needs, and creates architecture and layouts for day-to-day use.
* Serves as the Sales SME related to using and optimizing pricing processes. Collaborates with Finance on pricing related matters to ensure efficient, effective process optimizations. Leads training and development of revenue team members on pricing tools and processes.

Competencies

* Sales, Business Development, Marketing, Client Success Processes
* Software / Systems Literacy
* Business Intelligence Analysis
* Communication
* Teamwork
* Problem Solving / Results
* Trust / Ethical Practice
* Cultural Awareness / Values

**WORK ENVIRONMENT**

This job operates in a professional office environment or can operate remotely. This role routinely uses standard office equipment such as computers, printers, telephones, photocopiers, and filing cabinets. As a Software-as-a-Service (SaaS) company, employee must be technically savvy with the ability to use the computer/keyboard to conduct business.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; talk or hear. The employee must occasionally lift or move office products and supplies up to 20 pounds.

**POSITION TYPE/EXPECTED HOURS OF WORK**

This is a full-time, exempt position with days of work Monday through Friday and with hours scheduled around core hours of operation. Occasional evening and weekend work may be required as job duties demand.

**TRAVEL**

Little to no travel is expected for this position. If this position is remote and outside the St. Louis area, travel is anticipated 2-4 times per year to stay in touch with team members and the Manager.

**REQUIRED EDUCATION/EXPERIENCE**

* Undergraduate degree in Sales, Marketing, Business, or related area.
* Minimum 1-3 years’ experience in Sales or Marketing operations or similar role
* Intermediate knowledge of all current Revenue Tech Stack tools, or similar tools.
* Proven ability to design and implement new processes, facilitate user adoption and deliver results.
* Understanding of Salesforce CRM best practices and functionality required.
* Demonstrated ability to understand and articulate complex requirements related to sales process and/or Salesforce.

**PREFERRED EDUCATION/EXPERIENCE**

* Minimum 3-5 years’ experience in Sales, Business Development, Marketing or Revenue operations preferred.
* Documented history of successfully driving projects to completion preferred.
* Salesforce, SalesLoft, Pardot, ZoomInfo and Microsoft Suite certifications preferred.
* Experience as a Salesforce administrator a plus.
* Experience across Sales, Business Development, Marketing, Client Success, and related platforms a plus.

**ADDITIONAL QUALIFICATIONS**

* Comfortable with learning and using a variety of software and tools.
* Proven analytical thinking and problem-solving skills.
* Must exhibit strong written, verbal and listening communication skills.
* Ability and desire to thrive in a team-oriented, fast-paced environment.

**AAP/EEO STATEMENT**

DataServ is an Equal Opportunity Employer/Vet/Disabled.

I have received a copy of this job description and reviewed the responsibilities of this position. I understand that if I have any questions about the duties or responsibilities of this position, I will speak to my Manager or Supervisor. Signing below constitutes my understanding of the requirements, essential functions and duties of the position.

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Employee Signature Date

**Please Note:** This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.