

Director, Inside Sales and Sales Operations -- Job Description

Full-time position: 8-5 Mon-Fri
Worksite location: Santa Ana Corporate office
Reports to: EVP, Americas Sales

Responsibilities include:

Sales Management

- Oversee, recruit, develop, and manage Inside Sales Representatives
- Put in place a strategy and lead a team to fulfill key sales KPIs (quota, budget, mix of net new and install account business)
- Responsible for managing the pipeline to ensure attainment of performance targets
- Provide coaching around sales process and pipeline development
- Review and engage in key deals and accounts
- Coordinate inside sales activities with field sales and marketing to fulfill the integrated sales model
- Monitor activities, identify risks and implement activities to ensure success
- Formal weekly pipeline development reviews to ensure proper coverage for target attainment
- Conduct weekly forecast reviews with each Inside Sales Representative
- Drives business and operational change within the team to drive employee satisfaction
- Manage and motivate the team to meet goals
- Help create, manage and maintain the processes for lead management
- Jointly plan and drive marketing activities with field and marketing leaders
- Provide timely and relevant feedback on the effectiveness of ongoing campaigns
- Build call scripts to support campaigns
- Coach reps by listening to calls and role playing scenarios
- Develop appropriate training programs and implement best practices
- Provide leadership and direction in the development of the sales compensation structure, ensuring consistency and fairness throughout. Recommend improvements to the existing compensation structure to better motivate and reward sales staff for the desired performance.
- Maintain call records and activity metrics in SFDC.

Sales Analytics

- Working with the sales team and leadership to refine sales processes and ensure that the team understands and follows them
- Analysis of sales model & compensation model with respect to effectiveness and cost
- Pipeline modelling to improve forecasting
- Assists in the development and recommendation of sales compensation plans and sales programs. Sets short and long-term sales strategies of national, regional and individual sales plans
- Provides front-line contract management support to US sales staff within guidelines established by finance and contracts department
- Sales Enablement – in collaboration with corporate training director, maintain and deliver sales training programs across a variety of medium
- Sales Intranet – In collaboration with the marketing team, content curation and management
- Efficiency/Automation - Work in concert with sales leaders on delivering solutions that improve efficiency
- Sales Events - Own annual Sales Kickoff planning and Agenda
- Work with various functional teams (Legal, HR, Product Mgt, etc) to assure projects remain on track

Desired Skills, Qualifications and Experience

- A senior sales leader with extensive experience of managing Inside Sales teams within a technology and preferably a software environment
- Experience in strategic planning and execution. Knowledge of contracting, negotiating, and change management. Knowledge of structuring sales quota goals and revenue expectations
- Work requires professional written and verbal communication and interpersonal skills. Ability to motivate teams to produce results within tight timeframes and simultaneously manage several projects. Ability to participate in and facilitate group meetings
- Work requires willingness to work a flexible schedule
- Consistent record of quota achievement is essential
- Proven leadership skills are a pre-requisite with a background in building and growing cohesive teams
- The successful candidate will be able to demonstrate innovative and strategic selling solutions as well as thought-leadership for revenue growth opportunities
- Credibility and gravitas enabling development and maintenance of relationships at senior executive levels within the customer base and internally
- The successful candidate will have excellent interpersonal skills and will come across as a confident communicator and presenter
- Goal driven and career motivated
- A degree is preferred
- Occasional domestic travel is required
- Positive, motivational style (master motivator) with hands-on approach
- Expert in outbound prospecting
- In depth experience with Salesforce.com CRM tool
- Exceptionally strong people motivator and demonstrated hand-on leadership ability
- Has the “hunter” mentality with the demonstrated ability to inspire this competency in others
- Ability to see beyond the horizon – demonstrated ability to develop key strategies for improvement, not just the day-to-day block and tackle execution

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