



*Position Title: Director, Sales Operations*

*Department:*

*Reports To: Vice President of Sales*

*Date:*

*x* *Exempt*                       *Non-Exempt*

*Summary of Position:*

The Director of Sales Operations is a key role with responsibility for all aspects of sales force operations, including defining the strategic plan, organizational design/alignment, sales force analysis, recommendations for improvements in sales force effectiveness, competitive intelligence and input into trends, and market changes that can affect the sales force and productivity.

*Position Responsibilities:*

- Provide input and facilitate business process assessments, improvement recommendations and implementation within Sales Operations.
- Direct activities within Sales Operations areas including headcount and budget resources for Sales Planning, Incentive Compensation, Field Technologies and Sample Management.
- Work closely with vendors and Sales Management on sales planning activities including territory alignment.
- Provide coordination and support to sales force incentive programs. This individual will be charged with working closely with the Sales and Human Resources functions to facilitate the creation and monitor the effectiveness of incentive plans. In addition, this individual will work closely and coordinate efforts with the appropriate Incentive Compensation vendors.
- Liaison with sample management distribution center and be an active team member in the sample management processes. Provide oversight to the sample management processes and ensure necessary compliance; ensure that appropriate material is available to the respective sales force as well as all monitoring and tracking activities. This individual will also provide appropriate analyses to assess sample allocation effectiveness in coordination with key Marketing and Sales functions.
- Provide support and oversight to the management of all sales force material inventory and distribution. Work as the liaison between key promotional material vendors and the appropriate marketing/brand team functions. Provide assessment of promotional material inventory management effectiveness as well as business process improvements.
- Support the development and execution of the sales force communication strategy and monitor effectiveness. Manage the development and maintenance of the sales intranet.
- Provide support to the Vice President of Sales in the overall sales/marketing strategic planning process.
- Be accountable for all Sales Coordinator positions reporting into his/her management team.
- Involvement in the sales/marketing strategic planning process.
- Responsible for the planning and organization of all POA's, including alignment with the marketing organization on sales training coordination
- Communicate clearly and concisely, both orally and in writing.

- Establish and maintain cooperative working relationships with those contacted in the course of work.

*Candidate Requirements:*

- Bachelor's degree in business, marketing or communications with 15 years related experience and/or sales, sales operations, training; or equivalent combination of education and experience. MBA strongly desired.
- 15 years' experience in the pharmaceutical industry in a variety of roles, essentially sales and sales management, at least three of which should have been in sales operations role. Hospital experience (as a representative or in a managerial role) is a plus.
- Have been highly effective in sales and sales management and have a comprehensive understanding of best practice across the pharmaceutical industry.
  - Have successfully managed a team and can demonstrate the development of others.
  - Demonstrated a high degree of competence in all elements of the role listed above.
  - Work effectively across functions as a team player so as to seamlessly help to achieve common goals without hierarchy, politics or self-interest.