



Sales Operations Specialist

Location: Flexible

Department: Sales and Marketing

Reports To: VP Business Development

Supervises: none

FLSA Status: Exempt

Date Created: August 31, 2020

Role Summary

AIQ Solutions is searching for a Sales Operations Specialist to help support our sales organization as we manage incredible growth. The Sales Operations Specialist is responsible for assisting sales leadership in driving sales operational excellence as well as assist with the day-to-day administration of sales tasks, including marketing and inside sales duties.

Key Responsibilities

- Own and manage customer relationship management (CRM) system
- Analyze CRM and internal/external data sources as appropriate and provide access to this information via dashboards and other marketing tools
- Assist with lead generation and qualification
- Be able to articulate the breadth and benefits of our product to prospective and existing customers
- Manage field targeting and alignment processes
- Provide operational and analytical support for marketing programs and marketing events
- Ensure sales program is operating according to contractual obligation by monitoring compliance to customer policies/procedures, turn-around times, and adherence to quality expectations
- Improve customer relationships by proactively identifying program issues & making recommendations on potential solutions
- Manage the resolution of customer issues and ensure appropriate follow-up is done and deliver routine customer reports
- Generate sales reports for internal management review
- May require some travel to conferences or customer related meetings
- Performs related duties as assigned

Qualifications

The requirements listed below are representative of the knowledge, skill, and/or ability necessary for satisfactory performance. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Qualifications	<ul style="list-style-type: none"> • Bachelor of Science degree • 3 years of sales experience in the life sciences industry • General understanding of life sciences industry with emphasis on pharma and biotech segments • Proficient in SALESFORCE.COM • Proficient in Microsoft Office Suite (Excel, Outlook, Word, PowerPoint) • Ability to understand the strategic direction and goals of the sales organization and support appropriate processes to facilitate achievement of business objectives • Ability to evaluate issues, make decisions and recommend possible solutions • Strong interpersonal and presentation skills • Strong organizational skills and attention to detail • Ability to communicate effectively both orally and in writing • The ability to manage multiple tasks along a parallel process • Ability to identify issues and knowledge of when to escalate • Comfortable working in the fast-paced, ambiguous environment of a start-up company
Preferred Qualifications	<ul style="list-style-type: none"> • Master of Science degree • Previous experience at a start-up company
Eligibility	Must be legally authorized to work in the United States.
About Us	AIQ Solutions, based in Madison, Wisconsin, has developed a medical device technology platform based on advanced analytics, including artificial intelligence, to revolutionize evaluation of treatment response in patients with complex diseases.
Disclaimer	This description is subject to change at the discretion of management without notice and at any time. The duties contained in this description may be added to depending upon the needs of the company. This document provides a general guideline for the nature and level of work performed by employees within this role and should not be construed as a comprehensive inventory of all duties, responsibilities, and qualifications for employees assigned to this job.