



Position Title: Sales Operations Manager	Immediate Supervisor Title: Director, Parasense Inc.
Department: Parasense Inc. (Sales)	Location: Stanardsville, VA
FLSA Status: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	Grade: 14

Brief Summary of Position Purpose:

The Sales Operations Manager will supervise site personnel and daily operations of all product packaging and distribution, customer sales support and field services activities provided by the site with the objective of exceeding customer expectations and corporate revenue and profit objectives. Leadership for local Accounting, HR, Quality, Customer Service, Technical Support, and inventory management is required.

Reporting to the Director, Parasense Inc. and serving as a member of the local Management Team this position's primary responsibility is ensuring organizational effectiveness by providing leadership for the organization as an integral part of a global matrix organization.

This leader will have the personal responsibility to execute organizational strategies, adhere to corporate policies & procedures, and embrace global best practices. This position has an active role in communicating customer needs, and technical inputs for all business aspects with particular focus on performance from the customer's perspective and insight in to future product and service opportunities and legacy management & obsolescence.

Essential Functions:

- Lead, coach and develop site staff to exceed customer satisfaction performance and support the achievement of site revenue and profit objectives.
- Demonstrated leadership and vision in managing staff to execute projects or initiatives with appropriate ownership responsibility, accountability and empowerment.
- Increase the quantity & efficiency of Support Services through continuous improvement
- Collaboration with organizational function in a matrix corporate environment (HR, IT, Finance, Operations, Product Management, Sales) and coordinate communication with many stakeholders (customers, suppliers, agencies, installers, etc.)
- Improve the operational systems, processes and policies in support of organizations mission -- specifically, support better management reporting, information flow and management, business process and organizational planning.
- Consult with the Director, Parasense, Inc. on a weekly basis. Support financial management, forecasting, budgets, supply chain, and contract administration.
- Integrate with Quality functions to ensure robust and consistent quality performance



- Direct overall organizational effectiveness
- Perform site leadership communications directly with customers as required
- Occasionally host customers or visit customers to support customer / prospect relationship building and business development activities

Education/Training/Certifications:

- Bachelor's Degree in Engineering with P&L experience
- MBA, MSF, or Master's Degree preferred

Experience:

- Minimum 10 years technical sales/marketing experience or product/application engineering.
 - Juran Quality Certification, Six Sigma Black Belt
- Industry working knowledge in HVAC-R, refrigerant leak detection and monitoring instrumentation equipment preferred.
 - Refrigeration systems awareness in food retail and military applications
 - Controls experience in retail, industrial and/or health & safety market space
 - SaaS experience with remote support

Required Skill Sets: (e.g., computer skills, communications, math, etc.)

- Excellent communication skills both verbal and written. Clear and direct presentation skills to advocate local needs with our Company Directors from many disciplines
- Experience managing and developing staff
- Project management and team working skills
- Excels at operating in an fast pace, community environment
- Persuasive with details and facts
- Delegate responsibilities effectively
- Excellent computer skills and proficient in excel, word, outlook, and access
- Excellent interpersonal skills and a collaborative management style.
- Demonstrated customer-centric approach to assignments.

Physical Demands: (e.g., lifting, travel, etc.)

- Works in normal office environment
- Position requires concentration, accuracy, and focused mental effort
- May travel domestically and internationally as business needs require with occasional exposure to plant heat, noise, dust, dirt and fumes

Pursuant to the Americans with Disabilities Act (ADA), reasonable accommodations may be made to enable qualified individuals to perform the essential functions of this job.

AA/EEO/M/F/D/V