

Salesforce Operations Manager

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Company: Deltatre

Location: United Kingdom

Category: other-general

Position

The Salesforce Operations Manager will ensure that Deltatre gets the most possible value from our Salesforce CRM system and all the applications that it integrates with (Hubspot, Zoominfo, Outreach, LinkedIn Sales Navigator, Outlook, etc.)

Salesforce functions as the system of record for client-facing teams within the company, and is used to manage critical client data as well as day-to-day sales processes and workflows. The duties of this role will include - assisting the Sales Team in key sales operations initiatives, managing Salesforce user accounts; maintaining the integrity of our object orientation; optimizing workflows, dashboards, and reporting; implementing new features or business processes as needed; and assisting to train subject matter experts on the effective use of Salesforce.

Responsibilities

Support day to day business processes and troubleshooting

Identify opportunities for enhancements for existing tooling and processes

Implement and maintain Salesforce customizations such as security, sharing and visibility, approval processes, lightning components, process builder, validation rules and reporting.

Work cross-functionally with Revenue Operations, Account Management, Delivery, Operations, Marketing, Finance, IT and other key stakeholders.

Manage overall data quality/hygiene and ongoing processes to support data quality

Participate in the planning and analysis of business requirements for configuration changes and managed packages

Refine customer segmentation and create a plan to enhance renewal and up-sell processes

Work with the Director of Revenue Operations to develop a scalable territory management plan

Own the process of expansion and understand the total addressable market to create equitable territories

Maintain a detailed understanding of existing sales processes and identify areas open to process improvement within the SFDC environment

Implement new processes, educating sales operators and teams on how best to utilize new tools and methods

Assist in devising high-level sales strategies in response to emerging trends and opportunities

Analyze market and sales data, delivering reports on your findings to key decision-makers

Track and analyze key metrics including pipeline growth, win/loss rates, ramp ratios and quota attainment

Develop and own the on-boarding and training of new sales talent in Salesforce

Maintain the SFDC project roadmap

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Requirements

Salesforce Certified Administrator or Salesforce Certified Advanced Administrator

Previous experience as a Salesforce Administrator

Experience with Salesforce CPQ, Marketing Operations Tools (Hubspot) and Business Intelligence Tools

Experience implementing and using Configure, Price, Quote (CPQ) software preferred

Ability to handle high-level sales strategies, translate them into system and process requirements, and ensure local execution and business impact

Advanced excel skills with a strong understanding of Salesforce, other CRM applications and email marketing strategies

Excellent verbal and written communication skills

Attention to detail

Project management experience

We're looking for someone who is:

driven to push the boundaries and lead change and performance

communicative to leave no-one in the dark and to work with your team successfully

reliable so we know that we can call on you to meet deadlines

passionate about the latest technologies and standards

proactive to suggest improvements, identify and fix potential issues

solid technically speaking, to advise both Clients and internal teams

Our people are key to our success and we pride ourselves on offering a dynamic, creative, innovative and supportive environment. Having the right combination of a 'can-do' approach, strong work ethic, integrity, friendliness and attention to detail is crucial.

Even if you don't tick all the boxes for one particular role, but you have a keen interest in what we do, send us your details, we may find a suitable match during the interview process.

Deltatre consciously nurtures an environment where each and every team member feels safe to bring their whole selves to work, in which everyone is valued and respected for who they are and what they bring. Everyone has the opportunity to reach their full potential, and every team member is expected to treat everyone with dignity and respect, value different perspectives, use inclusive language and work in alignment with Deltatre's commitment to diversity and inclusion. At Deltatre, everyone is welcome and celebrated.

Other information

We are committed to ensuring that we provide equal opportunities for all. Please let us know if you need us to make any adjustments or if you have any special requirements for the interview process. Depending on the role this normally includes a written test and interview.

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