

## Senior Manager of Sales Operations

PeerApp is seeking an experienced sales operations professional to its run order management and related functions. This person is responsible for coordinating the internal operating activities in support of the sales team, developing Salesforce.com application functionality such as approval processes and workflows, and defining and preparing reports to improve management's visibility into the business. In this highly visible "go-to" role, you will directly support the SVP of Sales, CFO and CEO of our rapidly growing company.

This position requires strong analytical skills, extensive hands-on experience with Salesforce.com, Excel and order management software, combined with an ability to interact with a geographically diverse sales team and executive management.

### Responsibilities

- Support VP's of Sales and field sales teams
  - Attend weekly field sales pipeline calls
  - Maintain Salesforce.com (SFDC) Opportunity Pipeline and Data
  - Help sales people construct quotes
  - Review NDA's, Reseller Agreements and Purchase Agreements for business terms
- Salesforce.com Application Development and Administration
  - Add fields, calculation, workflows etc. automate, improve and streamline business processes
  - Serve as point person for Field Sales team to resolve SFDC and Quoting tool issues
  - Develop reports, dashboards, and processes to continuously monitor data quality and integrity
  - Develop plan to integrate Order Management and Accounting Systems into SFDC
  - Build additional functionality around quote tool to automate margin analysis and approval workflow
  - Develop new employee training kit to acclimate new employees to PeerApp SFDC
  - Manage outsourced Salesforce.com implementation partners as required
  - Manage ongoing relationship with Salesforce.com
- Order Management Function
  - Accept orders from customers and review for completeness
  - Interact with Sales Team/Customer to clarify and resolve any issues with purchase orders
  - Enter Order into Company Order Management System
  - Maintain Order Management System
  - Work directly with logistics/operations to schedule order backlog
- Finance Team Support
  - Maintain library of customer orders and signed contracts
  - Maintain Order history Excel database and issue weekly Analytic reports to CEO/CFO
- Marketing and Inside Sales
  - Work with Marketing to load leads into SFDC and support report creation around tracking lead progress
  - Work with Inside Sales to manage processes for lead qualification and maintenance renewals

### Key Skills

- Expert at Salesforce.com administration and development
- Adept at data manipulation and analysis using Excel
- Highly organized and detail oriented
- Experience running an Order Management function
- Ability to Interface with multi cultural global field sales team
- Self-motivated and tenacious
- A critical thinker with strong analytical skills
- Ability to work in fast paced, multi-tasking environment

**Qualifications**

- Minimum 2 years experience working as Salesforce.com administrator/developer. Salesforce.com Certified Administrator a strong plus
- Excellent attention to detail
- Ability to work in fast paced, multi-tasking environment
- Proficient in data manipulation (Excel, Access)
- Prior experience in finance, order management, and/or sales operations required

Competitive salary and bonus plan with equity

Comprehensive benefits package including health insurance coverage and 401(k)

This position is in our Newton, MA corporate office

**About PeerApp**

PeerApp is the leading infrastructure provider of transparent Internet caching and content delivery platforms, enabling network operators to control rich media content, improve network efficiency, enhance subscribers' quality of experience, and offer new Internet content services. More than 200 operators in 60 countries have deployed PeerApp systems. PeerApp was founded in 2004 and is headquartered in Newton, Massachusetts, USA. For more information, visit [www.peerapp.com](http://www.peerapp.com).

Qualified candidates should send resumes to Rob Banks, [rbanks@peerapp.com](mailto:rbanks@peerapp.com). Please, no recruiters or solicitations.