

Sales Operations Specialist

ROLE DESCRIPTION

BBCITC is a two-brand portfolio: CITC Special Effects and BirdBuffer. CITC has been an industry leader for over 30 years as a special effects brand that enhances TV and movie productions and live events with artificial snow, fog & haze, bubbles, confetti, and foam. Our equipment has been featured in movies like Home Alone and The Revenant, snow fall at Snowflake Lane in Bellevue Square, The Nutcracker ballet, and more. BirdBuffer provides safe and effective solutions for commercial sites looking to avoid the safety hazards and equipment damage caused by pest birds.

This is a high-impact role that works in close collaboration across multiple functions, including sales, marketing, manufacturing, engineering, and finance, to drive profitable sales growth and pipeline rigor through efficient processes and robust analytics. This position has hands-on ownership and leadership of critical areas that support the commercial organization, including forecasting, process execution and optimization, KPI development and monitoring, and customer engagement.

It is a perfect role for a customer service professional, someone with an administrative support background, or anyone interested in potentially transitioning into a sales role. We offer a unique development environment that allows people exposure to all aspects of the business and provides opportunities to choose your own career track.

KEY RESPONSIBILITIES

- Manage customer service day-to-day operations for BirdBuffer and CITC: order processing, payments, customers inquiries.
- Manage and continuously improve the sales forecasting, planning and budgeting tools and processes.
- Lead and maintain high levels of quality, accuracy, and process consistency in planning, forecasting, and budgeting approaches used by the commercial organization, partner with supply chain and manufacturing operations.
- Schedule, manage, and communicate orders with manufacturing teams and update transactions as a part of our standard process. Familiar with Quickbooks, Salesforce, and Smartsheet.
- Coordinate logistics and order notifications with manufacturing operations and shipping teams.
- Identify and improve metrics that deliver better business performance, better analytics, and better insights.
- Communicate effectively with commercial leadership and sales teams to improve pipeline performance.
- Develop and maintain performance dashboards in Salesforce and other related tools that encompass key metrics and the businesses position with accurate and timely data.
- Other duties as assigned.

QUALIFICATIONS

Required Skills

- Must display excellent communication skills both written and verbal, as well as customer service skills.
- Self-motivated, driven collaborator, exceptional interpersonal and communication skills, and demonstrated ability to take ownership.

- Change agent with proven experience in managing business process improvement.
- Attention to detail, flexibility and adaptability to act quickly & effectively on arising opportunities.
- Strategic mindset and demonstrated ability to deliver results in a timely manner.
- Ability to prioritize and organize work responsibilities and goals, as well as work with minimal supervision.
- Must have strong collaborative and interpersonal skills.
- Creative and curious, hunger for learning.

Required Experience

- 1-3 years preferred experience in Sales, Marketing or Customer Service
- Proficient in Microsoft Office suite - Word, PowerPoint, well-versed in Excel. Able to perform complex functions within Excel to manipulate and calculate data for analysis.
- Strong planning and project management experience.
- Superior organizational, interpersonal and communication skills.
- Ability to disseminate, analyze and report data.
- Experience with QuickBooks, Salesforce CRM, and ERPs desired but not required.