

Sales Operations Lead

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Company: BrighterMonday Uganda

Location: Kampala

Category: other-general

DEPARTMENT: SALES REPORTS TO: In-country CEO Other key stakeholders Marketing team BI team Product team HR team Operations and CX team Reporting lines Telesales Team lead Your Mission in Our Vision This is an opportunity to work with a pan-African brand that is revolutionizing the recruitment and HR space in Africa. Your mission is to enable frontline sales teams to sell more efficiently and effectively by driving operational efficiency and managing the implementation of process initiatives. This role has 2 clear pillars and your performance will be evaluated on them. Revenue -Outcome Sustainability - Drive consistent Activity -Pipeline You will be focusing on key performance indicators that influence revenue growth and you will be required to display leadership to the sales team. Brief Job Summary: Driving key Operations across the Commercial team to ensure all key Leading indicators are met. Key performance indicators and Metrics. Attainment of the set 100% sales revenue target. Attainment of the set 100% sales activity target. Adherence to CRM tracking and reporting policy Pipeline development with a focus on 3X volume in relation to set revenue targets. New client acquisition strategies Key Duties & Job Responsibilities Drive sales strategies through scaling best practices across product knowledge, client engagement, and sales planning Ensure operational efficiency and recommend the necessary tools and resources needed to achieve a lean operational structure Manage the execution of process improvement initiatives with involved stakeholders with a focus on automation etc Lead monitoring and reporting of all leading indicators- call volume, conversion from leads to deal closure, customer portfolio development, and pipeline management Lead execution of one-off HR projects and manage all internal stakeholders

involved Person Specifications: Sales Data Management: Proven experience leveraging data and reports to make decisions about bottlenecks in the sales process. Lead Generation: Highly skilled in supporting teams to identify new leads, prospects, requirements gathering, and stakeholder management Sales Forecasting: Expertise in supporting business revenue forecasting based on team performance, run rate, and customer insights Performance Management: Hands-on experience driving team KPIs with the ability to coach and correct performance and behavior Sales Technology: Experience implementing sales technology and best practices including analytical tools (e.g. PowerBI, Zoho CRM, and Google Analytics) Sales Strategy: Analytical skills to determine portfolio and customer development initiatives and the ability to present the business case for the ROI Cross-Functional Collaboration: Ability to manage multiple projects and organize backlogs coupled with the capacity to prioritize critical initiatives Strategic thinker who can see beyond the day-to-day grind to help recommend areas of improvement

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