



CUYAHOGA VALLEY
CAREER CENTER

Cuyahoga Valley Career Center

Job Posting #4328

Job Posting Date: 5/12/2022

Employer Information: MediQuant
Contact: Mrs. Cindy Hafenstine
6900 S. Edgerton Road #100
Brecksville, OH 44141
Phone: 440-261-5469 **Ext:**
E-mail: chafenstine@mediquant.com

Main Business: SaaS

Job Title: Sales Operations Analyst

Full/Part-time: Full-Time **Job Hours:** Core Hours M-F 930-330

Job Duties: Contract and Proposal Development-Administrative Process, assist with RFP, utilize CRM, Maintain and refine KPIs and support implementation of company indicatives.

Compensation: _____

Special Notes / Additional Information:

Please see the following pages for a detailed job description.

Minimum Age Requirement?

20

How to Contact: Email resume, Apply Online

Seeking: CVCC Alumni, Adult /Job Seeker

PLEASE APPLY DIRECTLY THROUGH EMPLOYER FOR THIS POSITION



Date Revised/ Revised by	Date Approved	Approved By Mgr.	Approved By Exec.
04.26.22 MM, SFW, CH			

POSITION TITLE: Sales Operations Analyst

Supervised by: Director, Client Experience

Supervises: None

Status: Full-time, Exempt

POSITION SUMMARY: This Analyst position supports functions essential to sales force productivity, including planning, reporting, sales process optimization, training, program implementation, and administration. Additional responsibilities include assistance in production of contract documents and exhibits, management of the CRM database, analytics, and other sales support functions.

JOB DUTIES and ESSENTIAL FUNCTIONS. A qualified individual must be able to perform the essential functions of the job as listed, with or without accommodation.

- 1) Contract & Proposal Development.** Supports MediQuant's pricing, proposal, and contract production while enforcing organizational principles of integrity and compliance. (*)
 - a) Perform related data entry, documentation, and administrative processes to support the sales cycle from quote to signature.
 - i) Prepare pricing, proposal, and contract documents.
 - (1) Load data into pricing tool in Excel
 - (2) Pricing generated in the Excel tool is timely entered into proposal template or other client-facing deliverables
 - ii) Support administrative and operational research efforts that support proposal and contract development.
 - b) Ensure that contracts and proposals are distributed, updated through the VP of Sales' direction, and securely maintained in the organizational databases.
- 2) Assist in preparation of formal Requests for Proposal.** (*)
 - a) Prepares response materials including working with the subject matter experts to answer questions, gather supporting exhibits, and complete necessary forms.
 - b) Facilitates quality review of draft response with RVP prior to submission.
 - c) Utilizes MediQuant's RFP Management Software to source answers for specific RFPs as well as work with MediQuant SMEs to maintain and refresh library of responses.
- 3) Utilize CRM Database.**
 - a) Performs data entry of critical information into CRM database
 - b) Prepares sales related reports and other deliverables utilizing CRM
 - c) Supports change initiatives in sales processes to ensure alignment with MediQuant's practices.
 - i) Performs related data entry with cross departmental systems that rely on CRM integration (i.e. Delivery/Workfront)
 - ii) Follows-up with sales representatives to ensure required data is entered and maintained in CRM; alerts responsible leadership of non-compliance.



- iii) Participates in activities to maximize use of CRM and update data as required.
- d) Utilize and comprehend dashboards, making sure they align with Executive Leadership's needs and goals.

4) Maintain and refine key performance indicators measuring critical business areas. (*)

- a) Supports Sales leadership in creating forecasting, benchmarks, trending, and analyses.
 - i) Recommend revisions to existing reports and assist in the development of new reporting tools, as needed.
- b) Proactively identifies opportunities for sales process improvement. Work closely with leadership to inspect sales process quality and prioritize opportunities for improvement.
 - i) Assists sales management in understanding process bottlenecks and inconsistencies. Facilitate an organization of continuous process improvement.

5) Supports the consistent implementation of company initiatives. Coordinate/facilitate training initiatives for sales, sales management, and sales support personnel.

- a) Assists in training new sales team members in the use of CRM and other sales tools and processes.

QUALIFICATIONS.

Competencies.

Attention to detail	Strong Excel, PowerPoint and MS Word skills
Strong communication skills	Problem-solving and analysis
Collaboration skills	Initiative
Business Acumen	Decision-making
Technical knowledge and aptitude	Critical Thinking
Task & Priority Management	

Required Education and Experience.

- Associates Degree in Business Administration, plus 2-4 years' experience in an administrative support role, required. Bachelor's degree in Business Administration, previous experience working in Sales & Marketing or a related field are preferred. May accept a combination of college and experience in lieu of degree.
- Requires an aptitude in processes and systems, including CRM applications, lead generation, campaign results, tracking, sales process, reporting, forecasting and sales quota, strongly preferred.
- Strong Microsoft Office skills. Advanced Excel skills, required.

Additional Eligibility Qualifications.

- Strong mathematical skills related to pricing, fee projections, analysis, discounting models, etc.
- Strong focus on detail
- Strong organizational skills and ability to prioritize and multiple tasks

Supervisory Responsibility. NA

Work Environment. This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.



While performing some duties of this job, the employee is exposed to dust or other airborne particles. The noise level on the job site is typical of an office environment.

Physical Demands. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit for extended periods of time, stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee is occasionally required to climb or balance; and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to ten pounds and occasionally lift and/or move up to twenty-five pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Position Type and Expected Hours of Work. This is a full-time position, and hours of work and days are typically Monday through Friday, 8:30 a.m. to 5 p.m. Some flexibility in hours is allowed, but the employee must be available during the "core" work hours of 9:00 a.m. to 3:30 p.m. and must work 40 hours each week to maintain full-time status. Occasional evening and weekend work may be required as job duties demand.

Work Authorization/Security Clearance. In compliance with Federal employment laws, MediQuant will verify the identity and employment authorization of each person hired.

AAP/EEO Statement. MediQuant, Inc. is an equal opportunity employer.

Compliance. Employee shall comply with all MediQuant policies, state and federal laws, regulations, and contractual obligations when accessing MediQuant or client Confidential Data, Confidential Information, and Information Assets.

Travel. Incumbent may, on occasion, experience some out-of-the-area or overnight travel.

Other Duties. Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Signatures. This job description has been approved by all levels of management:

CEO DocuSigned by:
James Jacobs
7D8D091F67D84FE... Date: 5/4/2022

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date: _____