

RocketDocs, Inc

Position Specification

Sales Operations Analyst

The Company

RocketDocs has been offering solutions in the proposal management space for over 25 years. Since 1994, we've been obsessed with finding a better, easier way to navigate the sales process and we have dedicated our business to meeting the needs of our customers in the bid and proposal industry, starting with the healthcare community.

RocketDocs is dedicated to promoting a healthy company culture that encourages creativity, teamwork, and innovation. Our bonus structure pays out quarterly and includes every employee. The company places emphasis on our Values and Behaviors, which holds all RocketDocs teammates accountable for the highest standard of professionalism. We admire those with an unyielding hunger to learn and grow, with demonstrated ambition and curiosity, and a true belief that we cannot just support our customers, but also each other.

RocketDocs is proud to say that we've been true innovators in proposal software. Looking back through the company's history, we cherish the milestones and breakthroughs that we've made, always pushing the limits of technology to bring our customers the very best.

The Position

RocketDocs has seen steady growth in the last 18 months and is moving from defense to offense for 2021. With the release of our new product, our energy is shifting toward getting our sales engine primed and ready for expansion. We seek to leverage the investment made in the RocketDocs 2.0 product to grow within our current customer base, and rapidly expand beyond our core market segments.

This Sales Ops role will be the versatile mechanic needed to keep the high-performance engine (sales team) focused on their own goals. The position reports to the VP or Revenue. While the real description of this role is to work with the Account Managers and Sales Reps to support their needs and own the operations needed to maintain efficiency within the revenue team, there are some key known areas we have outlined below in the Responsibilities section. We know everyone is different and no one can do it all, so while these are the current projects we have – we will welcome your diverse background and new ideas on how to improve the performance of the revenue team. Your input will matter greatly; we are a tight-knit team that leans on one another and isn't afraid to use one another as sounding boards for new ideas.

RocketDocs is headquartered out of Baltimore, MD – but over half of our employees were remote even before Covid-19. We may issue a 'gold sticker' to those who live in the area and will gladly set you up with a desk in the office when we return – but we want the best people no matter where they happen to be working from. If you are local to the Baltimore area, our office is exactly what you would imagine a tech start-up space would look like; super cool exposed brick building with exposed beams, a modern layout and furniture, and an open working environment that fosters collaboration and after 5 Happy Hours. We think it's important that you like your work space, so we've kept it fun - we even have an office dog.



Responsibilities

- **SFDC Support and Administration:** Our customer facing team relies on Salesforce.com as the source of truth so we need a master behind the scenes to ensure accuracy, be able to make updates, run reports, and all the other important technical details that come along with SFDC.
- **ChurnZero:** The team is implementing this new product to ensure we are engaged with and understand our customers. Being able to either hit the ground running or learn this application will be essential.
- **ZoomInfo:** Work with Sales and Marketing teams to gather, refine, and target leads.
- **RFPs:** Yes, we are an RFP software company and we eat our own dogfood. You will use our latest product to oversee the timely completion and management of our out-going proposals. You must also be comfortable using our knowledge base to track Q& A pairing.
- **Renewals:** Our CSMs/Account Managers will focus on growing our accounts throughout the year, but Sales Ops will help ensure accounts are renewed annually.
- **Training:** Given that RocketDocs has grown tremendously in a short amount of time, we need to ensure a killer training program is put into place for new members of the sales team. You would be in charge of supporting seamless onboarding for new sales teammates and would work closely with HR/Operations and our training team on this task.
- **Reporting:** With any growing business, we need to report our progress. We need a reporting Rockstar who can show team progress towards goals, and help create reports for the Senior Leadership Team, the Board, etc.
- **Commissions:** The driving factor of any revenue team is rewarding success. You will work with finance and operations to ensure accurate monthly payouts of commissions.

In summary – You are the glue of the sales team. You make sure the sales team is a well-oiled machine.

Experience / Qualifications / Requirements / Core Competencies

- 3-7+ years of Sales/Revenue Operations experience in a SaaS/technology environment
- Strong working knowledge of Salesforce and sales technology stack
- Ability to take initiative, lead projects and work efficiently in a fast-paced organization
- Exceptional communication and presentation skills including the ability to present results of complex analyses clearly and concisely
- Extensive Microsoft Excel experience
- Must have a valid U.S. work authorization to apply
- Proven ability to quickly learn new technology and products and share that knowledge in demos and presentations
- Previous experience working with a range of revenue generating teammates
- History of success in high growth environments where independence, creativity, fearlessness and grit are required



The successful candidate will possess the following Attributes, Qualities and Characteristics:

- Honesty, integrity, and ethics. An absolute – the candidate must be trustworthy.
- Be a team player; we value everyone’s voice but require unity as we face customers.
- Creativity in finding new solutions and innovative ways to introduce or improve processes.
- An enthusiastic, high-energy team player with a “can do attitude” who is accustomed to a fast-paced environment.
- Desire to compete and win
- A commitment to “say what you will do, do what you say”
- Excellent listening skills
- Eagerness to learn

Travel

- Not necessary during the current pandemic. Further, looking ahead, this position would not be expected to travel to customer sites.

Work Environment and Physical Demands

- General office environment in Baltimore, MD though all employees are currently largely working from home. No special physical demands required.

EEO Statement

RocketDocs is committed to providing Equal Opportunity in Employment, to all applicants and employees regardless of, race, color, religion, sex, age, national origin, military status, veteran status, handicap, physical or mental disability, sexual orientation, gender identity, genetic information or any other characteristic protected by law.

