

Job Description

Job Title – Global Sales Operations Coordinator

Location: Corona, CA

Salary Range: \$65,000 to \$85,000 annual (DOE)

Reports to: Global Sales Operations Manager

POSITION SUMMARY

Troy Lee designs is the premier custom helmet paint shop in the world supplying motorcross and mountain bike gear to the world's fastest racers. Racing is our core. Since 1981, Troy Lee Designs has been supplying premium products that provided a technical advantage and the ability to execute superior style and we are looking for that motivated individual to join our team as the Global Sales Operations Coordinator

As the Global Sales Operations Coordinator will play a pivotal role in assisting with the optimization and streamlining our sales processes and operations to drive growth and enhance the customer experience. This position is responsible for assisting with enhancing global sales operations, ensuring efficient order management, and collaborating closely with cross-functional teams.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- **Sales Process Optimization:**
 - Assist the evaluate and refining sales processes to increase efficiency, accuracy, and customer satisfaction.
 - Identify and implement best practices to streamline order-to-delivery processes.
- **Inventory Management Support:**
 - Support in inventory level management to meet demand and minimize overstock or shortages.
 - Collaborate with production and supply chain teams to maintain optimal stock levels.
- **Order Fulfillment:**
 - Assist with order processing, including order entry, tracking, and delivery.
 - Ensure on-time and accurate order fulfillment while maintaining a focus on quality.
- **Data Analysis and Reporting:**
 - Analyze sales data to identify trends, opportunities, and areas for improvement.
 - Generate and update reports as needed to support leadership for data-driven decision-making.
- **Cross-functional Collaboration:**
 - Work closely with the global sales team to ensure effective communication and coordination.
 - Monitor open accounts receivable balances and review with Finance department.
 - Coordinate Inter Company transfers.
- **Customer Experience Enhancement:**
 - Continuously monitor and improve the customer journey related to sales operations.
 - Address customer inquiries and concerns promptly and professionally.
- **Compliance and Documentation:**
 - Ensure compliance with industry regulations and company policies.
 - Maintain accurate records and documentation related to sales operations.

EXPERIENCE REQUIREMENTS

- Proven experience in sales operations or a similar role, preferably within the apparel or sports industry.
- Strong analytical and problem-solving skills with proficiency in data analysis tools.
- Excellent communication and interpersonal skills for effective cross-functional collaboration.
- Global perspective and experience in supporting operations across international markets.

EDUCATION REQUIREMENTS

High school diploma requires. Bachelor's degree in Business, Operations Management, or a related field a plus.

OTHER SKILLS AND RESPONSIBILITIES

Proficiency in relevant software and tools, such as ERP systems, CRM software, and Microsoft Office. Excel

CONTACTS

Internal: Merchandising, Purchasing, Sales, and Distribution. Executive

External: Vendors, Customers

JUDGMENT & REASONING ABILITIES

Ability to recognize discrepancies and resolve problems quickly using sound judgment, poise and diplomacy. Requires ability to use judgment and reasoning skills, and determine when issues need to be escalated.

PHYSICAL DEMANDS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk and hear. The employee is frequently required to sit; use hands and fingers, bend, stoop and reach with hands and arms. And:

- Ability to lift up to 35 lbs – less than 5% daily
- Ability to sit at a desk and use and view a computer - 90% daily
- Ability to hear and speak into a phone - 70% daily
- Ability to stand bend, stoop and twist - 20% daily

WORK ENVIRONMENT

The noise in the work environment is usually moderate. Other factors are:

- Ability to travel if needed. Included domestic and international (less than 5% annually).
- Fast-paced, with multiple demands environment
- Professional, yet casual office work environment
- Ability to work flexible hours as required

REQUIRED PRE-HIRE SCREENINGS:

- Criminal - Felony and Misdemeanor 7 Years
- National Criminal Data Base 7 Years
- Social Security Verification
- Employment Verification

Troy Lee Designs provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex (gender), age, national origin, ancestry, citizenship, physical or mental disability, military or veteran status, medical condition, genetic information, sexual orientation, or any other category protected by federal, state, or local laws.

Employee Signature:

Date

