

# Sales Operations Specialist – Big Agnes, Inc

**Position Type: Non-Exempt/Hourly**

**Reports to: Sales Operations & Planning Director**

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Big Agnes produces high quality outdoor equipment and strives to do so in a sustainable manner. We outfit all people with the gear needed to camp comfortably, explore the backcountry...and have FUN! Across our teams, offices, supply chain and communities we are committed to providing a sustainable and inclusive workplace.

## **Summary/Objective**

The Sales Operations Specialist serves as the voice of Big Agnes with our retailers and sales team by providing excellent customer service, sharing knowledge on product and process, and resolving product and service challenges directly with our retailer and sales partners. This includes directly collaborating with sales partners, external customers, and internal partners to support smooth processing of orders. This person will be responsible for ensuring accurate order processing of products through standard operating procedures within multiple platforms. You will work cross functionally with internal teams including finance, planning, & leadership.

## **Essential Functions**

- Create, manage, and maintain SOPs.
- Support Sales by working cross functionally with strong Finance and Supply Chain partnerships.
- Organize and maintain territory demand, chargeback data for reporting, problem solving, and trend analysis.
- Work with Finance to ensure they have all the information they need to dispute, as cases warrant.
- Collaborate with Demand & Supply Planning, Finance, Customer Service, Inbound & Outbound Logistics to hit all retailers and internal efficiency and service metrics.
- Support the development, improvement, and implementation of processes to limit compliance exposures, increase sales and assist planning.
- Monitor the timely completion of chargeback claims and support weekly/monthly/quarterly chargeback reporting.
- Process ERP transactions to maintain customer master files, sales orders, invoices, returns, credit memos.
- Own assigned territories and analyze order books for accuracy and buying trends and mitigation plans.
- Enhance incremental business through add-on sales and promotions to meet company revenue goals.
- Attend and actively participate in Key Account meetings, trade shows, dealer events as requested.
- Serve as an active and high performing member of the team.
- Partner with other team members to support new opportunities as they arise.
- Be able to challenge self and others in accepting the norm, while working towards best practices

## **Required Education and Experience/Competencies**

- Position is based in Steamboat Springs, CO.
- Bachelor's degree desired
- Customer/Dealer Service experience in the Outdoor Industry a plus
- Account management, order management, revenue awareness, ERP/CRM experience
- Excellent written and verbal communication skills
- Analytical thinking and Problem Solving
- Advanced skills in Microsoft Excel
- Development of strong and efficient user knowledge in other applications including NetSuite, Microsoft Office, FedEx Shipping Manager, Google docs.

## **Physical Requirements**

- Ability to lift 50 lbs
- Ability to sit for long periods of time (90% day)