



Sales Operations Manager / Assistant Manager

Our Team

Founded in 2012, Mighty Jaxx is an award-winning integrated future culture platform that designs and produces digital and phygital collectibles in partnership with the greatest talents in the world, as well as global brands such as Netflix, Formula 1, Hasbro, Toei Animation, Cartoon Network, Nickelodeon, Warner Brothers, Adidas and more, shipping millions of phygital collectibles to over 90 countries worldwide yearly.

With a mission to supercharge future culture phygitaly, Mighty Jaxx's integrated platform will empower future pop culture brands with an end-to-end supply chain of digital and phygital collectibles, including artist development and incubation, proprietary IP operation and providing global consumers access to new D2C experiences.

We are proud to be an equal opportunity employer with a diverse, inclusive work environment and encourage our employees to bring their true fun-loving and high-energy selves to the workplace. With big, vibrant dreams and a culture of high performance in our workplace, you will always be engaged, empowered and feel positively challenged.

At Mighty Jaxx, we always extend our full support to the team to help them reach their full potential personally and professionally. If you love keeping up with the latest trends across different sub-cultures, love technology and are ready to embrace your creativity, we love to have you join us in creating the most unique experiences, products and content for our collectors! For more information, please visit www.mightyjaxx.com.

The Job

As our Sales Operations Manager / Assistant Manager, you will be responsible for assisting our Senior Sales Operations Manager in developing and implementing smooth, effective sales processes to enable growth across the organization. In this role, you will be challenged to solve complex operational problems to help our internal teams work more efficiently and effectively. Your main tasks include overseeing all inbound and outbound invoicing and shipments, ensuring accurate data administration in our ERP, partnering with relevant departments to optimize processes and technological efficiency, as well as taking charge of sales forecasting and reporting.

Responsibilities

- Own the end-to-end process of tracking sales funnel and operational metrics, delivering regular insights to the business
- Define and deliver techniques to improve the funnel performance for sales management
- Initiate and implement sales process improvements, measurements, tracking and analytics to enable the team to work smarter
- Conduct regular check-ins with Sales Managers and other relevant functions e.g. Account Management, Licensing etc. who contribute to opportunity development to determine how sales opportunities are tracking against plan and identify problems for internal review and problem-solving
- Work closely with other departments to improve overall effectiveness and efficiency:-
 - Production: Provide accurate forecasts and keep track of project timelines
 - Logistic: Liaise and ensure all fulfillments are prompt and smooth
 - Marketing: Collaborate to develop attractive sales kits and product materials
 - Product: Work closely on roadmaps and calendar releases with the objective to increase revenue and profitability
- Create the best-in-class on/off-boarding processes for all B2B clients
- Prepare useful and comprehensive Sales reports that are aligned to the Key Performance Indicators

Requirements

- Minimally a Diploma or Degree in Marketing, Finance, Economics or Business
- A minimum of 4 years of working experience in Sales Operations / Sales Admin function
- Experience in leading a team will be advantageous
- Experience in Sales data analysis, manipulation and reporting
- Strong commercial acumen and analytic & planning skills
- Possess good leadership, training and team skills
- Excellent organizational, time management and communication skills
- Strong ability to build and maintain professional relationship at all levels
- A self-starter and able to work in a fast-paced environment independently and within a team
- Fluent in English both verbal and written
- Well-versed in Microsoft programs particularly Excel
- Experience in Microsoft Dynamics 365 will be advantageous

To apply, please send an updated copy of your resume to HR@mightyjaxx.com