



**LivingWorks is seeking an
Sales Operations Manager**

About LivingWorks

For nearly four decades, we've wondered: how can we make the world a better place? At LivingWorks, that comes in the form of saving lives from suicide. We make it possible with innovative, evidence-based training that can empower anyone to recognize someone's distress and take action to keep them safe. Everyone has a role to play, and we have a training program for every role.

We've grown a lot over the past four decades. From a small startup to a global company, we're honored to be training communities and organizations around the world. Military units, teachers, corporations, volunteers, faith communities, mental health professionals, and countless others rely on our training to save lives every day.

LivingWorks is a mission-driven, for-profit company. This means:

- We exist for our mission: to make communities everywhere safer from suicide.
- Everything we do, and how we do it, must contribute to our mission.
- Profit is an 'outcome' of what we do, not the 'why' of what we do.
- Profit ensures the sustainability of our organization to serve our mission.

About the Position

On behalf of the EVP, Development, the Sales Operations Manager will oversee the execution of the Development strategy. The Sales Operation Manager is responsible for developing, modifying and maintaining the Customer Management System (which holds Business Development, Customer Development, and Fulfillment procedures and processes)

They will ensure that all components of the Customer Management System are understood (training when necessary). They will ensure all processes are adequately resourced and constantly improve the efficiency and effectiveness of the system. Using the CRM, the Sales Operations Manager holds Development Zone Reps accountable for meeting their KPIs and ensures Development Zone Reps have the resources required to meet those KPIs.

Additionally, the Sales Operations Manager will work in partnership with the Fulfillment Manager to ensure that client contracts include effective fulfillment plans and that those plans are followed to successful completion. Working closely with Zone Leads and Multi-Functional Teams (other departments) to do the following:

- **Talent Acquisition and Training**
 - Hiring, in collaboration with EVP, the best team members
 - Providing training and continued learning on Customer Management System
- **Managing Team Performance**
 - Holding Accountability to and Ensuring each Zone leads has:
 - 'Mapped' their zone and are implementing strategy provided by EVP of Development
 - Following established policy and procedure on Development Platform

LivingWorks Education Inc.

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- Frequently holding meetings with Zone Development Reps to ensure targets and KPIs are being met and to plan for action if targets and KPIs are not being met
- **Providing Team Support**
 - As a Customer Management System expert, providing coaching and assistance where needed - whether hands-on/ad hoc support or developing long term solutions as necessary
 - Holding the tool kit for high platform performance – specifically the CRM
 - Ensuring team has resources to meet their KPIs (sales collateral, information, access to SMEs, etc)
 - Reducing barriers to team meeting KPIs (internal barriers, knowledge/skill gaps of team, external barriers)
 - Identify any additional gaps in resources and efficiently provide and support team needs
 - provide templates; standard form contracts
 - ensure promotional materials are accessible and fit for purpose (liaison to Marketing and communications support)
 - ensure pricing models, proposal templates are available and ensure margins are being maintained
 - educational and networking resources are available and utilized by the representatives)
- **Evaluating Team Performance**
 - Ensuring the CRM is designed to collect the best data and the team are inputting that data
 - Tracking CRM data against targets and KPIs
 - Identifying gaps and ensuring that KPIs are driving towards strategic objectives
 - Analyzing and reporting summarized data to EVP, Development
- **Liaising with Finance**
 - Collaborating with the Finance team to provide financial reporting for Development
 - Tracking sales and financial performance, to support sales strategy and tactics
- **Liaising with Fulfillment Manager**
 - Collaborating to ensure client contracts include effective Fulfillment Plans
 - Monitoring to ensure Fulfillment Plans are being effectively followed, leading to success
 - Effective Multi-functional Teamwork to ensure Fulfillment Plan are modified as necessary to achieve success

Education and Experience

- Bachelor's degree in a relevant field of study or (5) years' experience working in a related field
- Demonstrated extensive experience and expertise with CRM; Salesforce preferred
- Understanding of Government, education, and enterprise sales process
- Previous demonstrated team leadership experience providing guidance to Sales teams
- Knowledge and/or completion of one or more LivingWorks programs considered an asset.

Competencies and Attributes:

- Strong Management and Leadership Skills;
- Assertive Problem Solver;
- Excellent verbal and written communications skills;

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- Demonstrated exceptional organizational skills;
- Strong listening skills;

How to Apply:

- Sound like a fit? We'd love to hear from you. In addition to working toward a life-saving mission, LivingWorks offers a competitive compensation package. The workplace for this role is remote/home based.
- **Please provide your resume and cover letter detailing your qualifications to hr@livingworks.net**

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