Job Description

Title: Sales Operations Intern

Reports to: Chief Operating Officer (COO)

Summary of Position:

The Statewide Internet Portal Authority (SIPA) provides e-Government solutions to more than 700 state and local governments across the state of Colorado. SIPA has an immediate opening for a conscientious, detail-oriented Sales Operations Intern who will support the activities of the Chief Operating Officer and Sales and Marketing team. This is a great opportunity for an individual who wants to work in a growing organization that values building meaningful relationships. It is an opportunity to get a head start on a career in sales, marketing, vendor management, analytics, and operations. In this position you will learn the pricing preparation process, and software tools such as Salesforce and Google products. This is a great opportunity for networking and team collaboration.

The Sales Operations Intern, once trained, will be responsible for: preparing quotes for customers for new services and renewals, keeping contacts, accounts, and opportunities updated in Salesforce.

The successful candidate will be willing to take on challenges that come his/her way. We expect adaptability, hard work, and general analytic ability that can be applied to new challenges. We are willing to train the right person to become outstanding in this role.

Duties and Responsibilities:

- Assist the COO and Sales & Marketing Team
    - Create and update Accounts, Quotes, Opportunities, Contacts, Products, and Contracts in Salesforce.
    - Research demographic data on Colorado counties, municipalities, and other local governments and input data into Salesforce.
    - Prepare quotes for new service offerings: work closely with vendors and Sales/Marketing Team to ensure accurate pricing and terms.
    - Help to manage customer license renewals: track upcoming renewals, request vendor quotes, and draft SIPA branded renewal quotes.
    - Track project and contract status to support COO, Bookkeeper, Director of Financial Operations, and Sales & Marketing team.
    - Learn to and then generate reports as needed.

- Assist the Sales & Marketing team with new and existing customers
    - Monitor and process inquiries, requests for service, and project paperwork on a continual basis.
    - Consistently log and record new communications, in Salesforce, producing activity reports as requested.
    - Process and file documents in Salesforce.
    - Ensure customer records are always up-to-date in Salesforce.
    - Other duties as assigned.

Exemplify the SIPA Culture

- Internalize the vision, mission, goals, and objectives of the organization.
- Understand the policies and procedures of the organization.
- Be respectful of all SIPA staff, Board members, customers, colleagues, and strategic partners.
- Maintain working relationships with everyone necessary to advance SIPA's mission and objective.
- Demonstrate a high level of ethical standards at all times.

Position Type/Expected Hours of Work:

This is a part-time professional position for 16 to 20 hours per week. SIPA values workplace flexibility. While work will initially be at the SIPA office in Denver, CO, during normal business hours (M-F; 8 a.m. to 5 p.m.), remote work and flexible hours will be an option once proficient.

Skills/Experience:
- Bachelor's degree earned or expected by 2024.
- Highly organized, analytic, and attentive to detail without losing sight of the big picture.
- Excellent interpersonal, written, and verbal communication skills.
- Positive attitude, creative, conscientious, and reliable team member.
- Must be comfortable learning to use and manage new software.
- Experience with Gmail, Google Drive, & Google Docs is preferred.
- Experience with Salesforce.com would be amazing. Happy to train the right person.

Salary Range: $20 per hour

How to Apply: Complete our online application at https://www.tfaforms.com/374489

You will need to submit a resume and cover letter outlining your qualifications for the position. Contact catherine@cosipa.gov with any questions. Employment with SIPA requires a criminal background check.