



Job Description

Title: Sales Operations Assistant / Associate / Specialist

Reports to: Chief Operating Officer

Summary of Position:

The Colorado Statewide Internet Portal Authority (SIPA) is an independent governmental entity that provides e-Government solutions to more than 780 state and local governments across the state of Colorado. SIPA is seeking a detailed-oriented, conscientious, self-motivated Sales Operations (Ops) Assistant/Associate/Specialist who will support the activities of the Chief Operating Officer (COO) and Sales and Marketing team.

The Sales Ops Assistant/Associate/Specialist is a crucial member of SIPA's team with a variety of diverse responsibilities including but not limited to: preparing quotes for customers for new services and renewals, keeping contacts, contracts, accounts, and opportunities updated in Salesforce; generating reports; helping to onboard new customers; supporting events including SIPA's annual User Conference; supporting SIPA's annual micro-grant program; reviewing SIPA's vendor partner performance on specific projects; and monitoring contracts and renewals.

Due to the breadth of activity, the successful candidate will be willing to take on any challenges. We expect adaptability, hard work, and general analytical ability that can be applied to new challenges. We are willing to train the right person to become outstanding in this role. This is a great position for a meticulous person who enjoys a small-company-feel.

Duties and Responsibilities:

- Assist the COO and Sales & Marketing team
 - Optimize SIPA's Salesforce platform and related applications
 - Create and update Accounts, Quotes, Opportunities, Contacts, Products, and Contracts in Salesforce
 - Prepare quotes for new service offerings: work closely with vendors and the Sales/Marketing Team to ensure accurate pricing and terms
 - Manage customer renewals: track upcoming renewals, request, and analyze vendor quotes, and prepare SIPA branded renewal quotes
 - Ensure the SIPA team is following the internal procedures for using Salesforce including preventing and correcting duplicate records
 - Track project and contract status to support COO, Bookkeeper, Director of Financial Operations, and the Sales & Marketing team
 - Maintains sales quotation processes, works with operations and finance teams to update processes as needed
 - Generate reports as needed

- Assist the Sales & Marketing team with on-boarding new customers and outreach efforts with existing customers
 - Monitor and process inquiries, requests for service, and project paperwork on a continual basis
 - Answer questions, respond to concerns, and facilitate strong working relationships with vendors, and new and existing customers
 - Attend meetings with vendors and customers to provide information, as needed
 - Consistently log and record every outreach made, in Salesforce, producing activity reports as requested
 - Process and file contracts and communications in Salesforce
 - Monitor project status and customer satisfaction throughout the project lifecycle
 - Ensure customer records are always up to date in Salesforce
- Support internal and external events such as meetings and strategy sessions.
 - Assist with setup of monthly SIPA Board of Directors meetings
 - Assist with SIPA's annual Micro-Grant program
 - Assist with SIPA's annual User Conference
 - Assist with other in-person and online events that SIPA sponsors
 - Assist with the preparation of meeting materials for onsite and external events
 - Setup and teardown meeting rooms and facilities as needed
- Submit a self-improvement/training plan once a year
- Report any potential fraud, waste, and abuse to appropriate SIPA staff immediately
- 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 hours consistent with normal business hours Monday through Friday
- 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 full-time professional position. Days and hours of work are Monday through Friday, 8:00 a.m. to 5:00 p.m. Additionally, this position may at times require hours beyond the operational hours stated above.

Required Skills/Experience:

- Bachelor's degree in a technical or business-related field
- Highly organized, analytical, and attentive to detail without losing sight of the big picture
- Must be adaptable, professional, courteous and motivated, and must work well individually or as a member of a team
- 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

Desired Skills/Experience (have or develop in the first 90 days):

- 1+ years of experience in sales preferably in software/technology
- Proficiency with Salesforce.com CRM. Willing and able to become proficient creating quotes, contacts, opportunities, accounts, contracts, reports, dashboards, and more
- Must develop an understanding of SIPA's products and services, and have an ability to communicate our value proposition to customers and vendors
- Proficiency with Google productivity tools such as Gmail, Google Drive, and Google Docs

Salary Range: Salary and Title commensurate with experience. Expected Salary Range of \$45,000 to \$65,000 depending on experience.

Benefits: Health, Dental, PERA Retirement, PERA 401(k), Paid Time Off.

How to Apply: Complete our online application at <http://www.tfaforms.com/374489>

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