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Sales Operations Specialist

OnlineMedEd
Remote
Remote
\$65,000 - \$75,000 a year - Full-time
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Job details

Salary
\$65,000 - \$75,000 a year

Job Type
Full-time
Remote

Benefits

Pulled from the full job description

- Dental insurance
- Employee assistance program
- Health insurance
- Paid time off
- Professional development assistance
- Vision insurance

Full Job Description

OnlineMedEd's purpose is to change how education is approached, delivered, and learned. We leverage education, technology, and research together to drive it all forward. Our philosophy is simple: medical knowledge belongs to no one, so medical education should be accessible to everyone. So we made a quality baseline education available to the world, for free. Today, we are one of the most widely used medical education platforms globally, playing a key role in creating the next generation of health care professionals. Equipped with enhanced knowledge, reasoning skills, and empathy, this generation of doctors is improving the lives of millions of patients.

To help us pursue this mission, we are looking for a full-time **Sales Operations Specialist** to join our team. This role might be right for you if you thrive in fast-paced, dynamic environments. Ideally, you have experience setting and measuring all facets of weekly, quarterly, and annual goals. You have a track record of working in a collaborative environment with cross-functional peers and other senior executives. You have successfully interacted with clients and prospects, you can demonstrate strong market facing communication skills and experience, and you have strong organizational structure and processes to guide your performance and results.

Why You'll Love Working with Us

You'll be helping transform digital health care education, improving mobility and access for 300k+ users in 193 countries. Our team of talented employees and contractors is aligned to the same purpose and values, with the opportunity to bring our own unique strengths to our roles. Thanks to our welcoming company culture and comprehensive benefits, OnlineMedEd was ranked #5 Best Small Places to Work in 2022 by BuiltInAustin and one of the top Austin-based companies to work for overall.

Company Info

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What You'll Get to Do

Sales Operations: In this role, you will be responsible for empowering the sales team with data, assets, resources and support, and for successful onboarding and implementation of our Institutional Clients. You will work directly with our Account Executives, Institutional Success team, and cross-functional stakeholders.

- Maintain CRM (HubSpot) data and co-manage associated data feeds and dashboards
- Empower our Partnerships team by providing them with value-add data, data visualizations, sales presentation assets, and other resources
- Share ownership and improvement of our contract management process
- Assist the Sales Ops Manager and VP of Sales with funnel management and forecasting
- Interface with marketing as we build campaigns and communicate with our B2B prospect database
- Co-manage (or own) project management tasks for Sales and cross-functional initiatives
- Increase team accountability for internal processes via documentation, reporting, and direct outreach

Partner Success: You will also act as a consultant to our institutional clients and will work hand in hand with the Institutional Success and Account Management teams to execute and monitor a comprehensive delivery schedule and to provide support and guidance to students and faculty users. You will hold an expert level of knowledge to ensure Institutional stakeholders are adequately supported and derive optimal value from partnering with OnlineMedEd.

- Ensure successful project outcomes by executing implementation tasks according to client's requirements and within determined deadlines
- Manage implementation and project outcomes concurrently across multiple clients and internal stakeholders
- Understand product implementation requirements from the business and technical aspects
- Conduct discovery to determine customer goals
- Establish trust with each customer, post-sale, by developing a deep understanding of customers challenges and specific goals for partnering with OnlineMedEd
- Problem-solve and escalate any challenges or issues in a timely manner
- Ensure completed work is properly documented for client acceptance
- Update implementation templates and related artifacts to ensure continuous improvement of materials and to incorporate lessons-learned from facilitated post-Implementation reviews
- Evaluate client needs on an ongoing instance
- Manage and execute business support processes
- Provide end-user training and support throughout the client lifecycle

Qualifications You'll Need

- Meaningful experience working with a B2B CRM, including deal management (we use HubSpot, but we welcome other backgrounds)
- Strong organizational and project management capabilities
- Experience building reports and dashboards that inform sales reps, managers, and leadership on historical results, current performance, and forecasts
- High proficiency with Excel (PivotTables, Index()Match()), data visualization,

some VBA)

- 2+ years of experience in an administrator or analyst role (Sales Ops experience preferred)
- Strong analytical reasoning, problem solving and multitasking skills
- Excellent communication and instructional writing skills
- Ability to prioritize multiple tasks with varying deadlines and rapidly adapt and respond to changes in environment and priorities
- High personal and professional standards that are aligned with OnlineMedEd's core values

Skills That Will Help

- Bachelor's degree from an accredited college or university
- Work experience in Higher Education or Medical Education preferred
- Ability to demonstrate an owner's attitude towards customer issues

Our Benefits

- Competitive compensation: \$65,000 - \$75,000 per year depending on experience
- Genuine flexibility in work:
 - Location: We're a remote-first organization with a physical office in Austin, Texas. Candidates located anywhere in the U.S. are welcome to apply.
 - Hours: Work a schedule that makes sense for your life.
 - Time off: Unlimited time off lets you celebrate, relax, recharge, recover, or travel the way that works best for you.
 - Preferences: We provide funding to set up your home office space, plus you'll choose from a Macbook or Dell laptop and own it after a year.
- Enterprise-level health, dental, and vision insurance: OnlineMedEd covers 100% of the premium costs for employees, plus the majority of dependent premiums.
- Health and fitness perks include a wellness stipend and Employee Assistance Program.

Our Values

- **Selflessness:** The best results happen when we put the users first, the team second, and ourselves last.
- **Lifelong learning:** Lunch and Learns, funding for professional development, and 1:1 coaching provide frequent opportunities to learn and grow.
- **Accountability:** Take responsibility for your day without being micromanaged. We're focused on doing great work; when and how you do it is up to you.
- **Transparency:** We have an open-door policy and a no-blame culture. Salary ranges are transparent to foster pay equity. We value honest communication at every level of the company.
- **Excellence:** Focus on being great. Use the equipment you want, take advantage of the flexibility of unlimited as-you-need-it time off, and work when and where it makes sense. We strive to set you up for success.

Diversity In Doing Good

OnlineMedEd is a purpose-driven organization focused on doing well by doing good. We recognize that doing good is best achieved by uniting the unique contributions of individuals with different backgrounds, cultures, perspectives, and experiences. Beyond our equal opportunity employer status, we are committed to

recruiting, hiring, training, and supporting the professional development of diverse individuals who demonstrate outstanding performance and exemplify our core values.

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