

Job Title: Telesales Sales Operations Manager

Department: Higher Education

Reports to: Vice President, Higher Education

Location: San Francisco, CA

Position Summary:

This person is responsible for ensuring the quality operation of Teachscape's recruitment team by acting as the liaison between sales, technology and operations. The job requires a strong understanding of the business software which supports our recruitment efforts (including Salesforce; Excel; and telephony systems, etc) and how it can be leveraged to support our recruitment efforts. Attention to quality of data input by users; and ability to create, run and distribute reports is an essential duty for this position.

Responsibilities:

- Manager Call Center daily operations
- Act as liaison between the sales team and the technology and operations teams for the purpose of communicating sales team technology and operations needs and to discuss and review solutions to meet these needs.
- Develop reports from CRM and phone system to accurately report out telesales productivity and progress toward division enrollment goals
- Develop business requirements for new call center solutions and manage/implement projects.
- Develop and implement processes for transfer of files and information between telesales teams
- Work collaboratively with Operations team to insure accurate database files as to semester lead and enrollment accuracy
- Communicate and inform the Director of Recruitment for Higher Ed of all telesales progress toward meeting the stated goals, of any needs or success and of any atypical situations.
- Assist with coordination and interface of K-12 initiatives
- Facilitate K-12 lead hand-offs as it relates to Salesforce.com processes and procedures
- Develop, oversee, manage and monitor inbound sales team
- Manage the flow of new leads into the database and institute process for immediate follow-up, screening, and transfer of hot leads to enrollment counselors
- Oversee, manage and monitor Tier 2 team
- Represent Teachscape and its college and university partners to the public
- Exeditiously communicate feedback from marketplace to director
- Participate in weekly sales team meeting, team meetings and operations meeting as appropriate
- Report on patterns, events and legislation news in education and/or local communities.

Qualifications:

- Bachelors degree and/or extensive management experience; proficiency in computer functions and electronic communication (Office Suite, Web 2.0, database administration); strong organizational skills; excellent verbal communication skills;
- Self-starter; desire to work with educators.
- Call center experience
- Salesforce experience
- Education sector background a plus.

