

# Sales Operations Coordinator

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**Location** Sylva, NC

**Job Type** Full Time

**Years of Experience** 2+ year preferred, but not required

**Education Level** Associates or Bachelors degree preferred

Balsam West provides telecommunications network infrastructure throughout the Appalachians. We deliver an advanced fiber-based network that offers scalable solutions, dynamic products, and superior customer support. We're looking for a talented, driven individual with great energy, passion and initiative to drive awareness and new business acquisition. Learn more about our dynamic and growing company at [www.balsamwest.net](http://www.balsamwest.net)

## **Job Description:**

Sales Operations Coordinator is a multi-faceted role where you will work cross-functionally with our sales, finance, engineering, and operations teams. We are seeking people with a passion for helping others and who are eager to take on a variety of projects in a dynamic environment. Problem solving, and communication skills are required, and a technical background is a big plus. This position will be responsible for performing a variety of activities such as:

- Provide comprehensive sales operational support, including but not limited to, account and opportunity management, project management activities, data entry, and operational support
- Identify sales process pain points and provide support developing long-term solutions
- Partner with our Sales and Operational Leaders to develop strategies to enable Balsam West to scale effectively.
- Identify opportunities for process optimization, process redesign, or development of new process/policies.
- Work cross-functionally with other business groups to ensure work flows are consistent with business needs
- Coordinate new project deployment
- Promote, sell, and process orders for wireless and FTTH residential services
- Participate in product demonstrations, seminars, trade shows and other marketing related events

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## **Minimum skills/experience:**

- Team-oriented and customer focused with excellent interpersonal skills.
- Proficient with Microsoft suite of products, and knowledge of CRM and billing systems
- Must possess excellent verbal and written communication skills
- Successful candidates will be self-motivated, attentive to detail, and well organized
- Comfortable working in a fast-paced, people-oriented environment
- Strong organizational and problem-solving skills
- Work closely with operations teams to achieve customer satisfaction

## **Preferred skills/experience:**

2 years related experience and/or training; or equivalent combination of education and experience.

**Compensation is commensurate on experience and/or qualifications Please email resume with cover letter to [careers@balsamwest.net](mailto:careers@balsamwest.net)**