

## Sales Operations Specialist

### Who we are:

We are a product design, strategy and development firm that makes medical devices and consumer healthcare products. We work in the maternal, newborn, diagnostic blood test, and vaccine transport arenas. Our products are sold globally with expanding opportunity in the USA. We market these products through our sister company, Hadleigh Health Technologies.

We do this amazing work with a team based in Sausalito, California, Amsterdam, NL, and Barcelona, ES. We have a vibrant office with people who work hard, are passionate about our mission, and enjoy a good cup of coffee. Please visit [Hadleigh Health Technologies](#) and [3rd Stone Design](#) for more information about our products and services.

### Position Profile:

The Sales Operations Specialist will lead internal efforts to grow sales for our growing portfolio of medical devices. This involves responding to sales opportunities and inquiries, managing customer information, working with marketing campaigns to expand global awareness, and coordinating sales processes. This role requires a mix of technical product knowledge, software systems management, and tremendous people skills to be successful.

**Duties and Responsibilities:** The Sales Operations Specialist will manage and directly implement the day to day activities associated with expanding our customer base, supporting our existing customers, and providing technical assistance where needed for devices in the field. Products are focused on maternal and neonatal care, point of care diagnostics, and vaccine transport in traditionally underserved areas, such as low resource settings in various African, Asian and Latin American countries. Additional general activities will include business planning, market research, direct sales, regulatory coordination, supply chain interface, and all matters associated with new product support.

### These activities will be focused in the following areas:

- Sales Strategy & Process Optimization: Partner with Sales Leader to develop and execute solid sales strategies. Streamline workflows, tools, and systems.
- Data Analysis & Reporting: Analyze sales data to uncover trends and identify areas for improvement. Create and maintain reports, dashboards, and forecasts.
- Marketing & Content Support: Support marketing activities, including promotional content management and crafting effective sales and website copy as needed.
- Sales Support: Handle incoming sales requests and take proactive steps to follow up with existing customers on a calendar basis.
- Sales Planning: coordinating and following-up on sales meetings and sales calls.

## Job Description

- Supply Chain: Coordinating closely with supply chain team members to assure accurate, on time, high quality delivery of devices.
- Team Participation: Participating fully in on-going business matters of the company

## Position Requirements / Qualifications:

- Bachelor's degree required. Business, Sciences, or International Development are all relevant to the role.
- At least 1 previous sales operations or customer service related position. Experience with product design and engineering is a definite advantage
- Experience in a customer/external facing role
- Hands-on knowledge of Project Management principles
- Experience working within a certified Quality Management System (ISO 13485) is a huge advantage – and we will train you if you do not have it
- Full Microsoft Office capability. Must be adept in MS Outlook, Excel, Word, and PowerPoint. Complementary experience with SaaS CRM tools a big plus
- Significant presentation and conference participation experience
- Exceptional communicator with customers and business partners. Communications will be of high quality with a focus on content, appropriateness and accuracy.
- Passion for promoting products with a global health focus and growing new business
- A positive, “can-do” attitude and demonstrated ability to handle challenging issues professionally and with tact.
- Must be able to speak, read, write and understand English in a fluent capacity. Competency in a second language is favorable
- Quick learner, SUPER detail oriented without prompting
- Tenacious
- Possess a tremendously helpful attitude
- Can work with minimal in-person direction - Able to DEAL

**Hours:** Full Time Position

**Location:** Sausalito, CA. In person, in office, 3+ days per week

**Benefits:** 3 Weeks Paid Time Off + Major Holidays  
Health & Disability Insurance  
401(k) with Match  
FSA for Medical

Friendly Co-Workers, Meaningful Work, and a job that you'll want to come to!