



## Operations Manager Job

### Description

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**Job Title:** Operations Manager/Sales Associate  
**Department:** Production  
**Reports To:** Curtis Pilon (Owner)

We're Spectrum Information Services, converting paper files to digital data, accurately, on-time and conveniently. We are a premier provider of records management solutions servicing the mortgage, healthcare and financial industries. Because of our strategic alliances and business growth we have an opening for an Operations Manager and Sales Associate. This is a dual role where the candidate will be expected to oversee operations and work within the sales role for the achievement of customer satisfaction, revenue generation and long-term account goals in line with company vision and values.

### Description:

Build trust, value others, communicate effectively, drive execution, foster innovation, focus on the customer, collaborate with others, solve problems, creatively and demonstrate high integrity. Maintain professional internal and external relationships that meet company core values. Sells consultatively and makes recommendations to prospects and clients of the various solutions the company offers to their business issues. Develops a database of qualified leads through referrals, telephone canvassing, face to face, cold calling on business owners, direct mail, email and networking.

### REPRESENTATIVE PRINCIPAL DUTIES AND RESPONSIBILITIES:

Assists and advises staff members in resolving problems and issues that arise with internal and external customers.

Directs and manages vendor relationships including contacts with suppliers and subcontractors as required.

Maintains current knowledge base in field of expertise by staying abreast of applicable industry/discipline developments.

Maintain contact with all clients in the market area to ensure high levels of Client Satisfaction

Build trust, value others, communicate effectively, drive execution, foster innovation, focus on the customer, collaborate with other, solve problems creatively and demonstrate high integrity.

Maintain professional internal and external relationships that meet company core values.

Complete understanding of pricing and proposal models.

Maintains accurate records of all sales and prospecting activities including sales calls, presentations, closed sales and follow-up activities.

### **Requirements**

College Degree preferred

Extensive Customer Service and Sales experience

Excellent communication skills

Effectively work individually or in a team environment

Enhance opportunities to build relationships

Proven ability to handle, adapt and overcome challenges in the market place

5+ years of experience in sales

Strong understanding of customer and market dynamics and requirements

Proven ability to achieve sales quotas

### **Special Requirements:**

1. Experience with MS Access/MS SQL Server
2. Familiarity/expertise with Windows OS's. Including basic troubleshooting.
3. Some hardware knowledge.
4. Basic networking skills.
5. Understanding of Document Scanning process
6. Experience using Kofax Ascent Capture
7. Experience with Bell and Howell Scanners