

Sales Operations Administrator

Recognized for more than 25 years of growth in visual data mining technologies, Salient delivers a lightning-speed solution that empowers people and impacts business at all levels. As an industry leader, we attribute our success to our cutting-edge technology and to the contributions of our dedicated, forward thinking employees.

We offer a fast-paced work environment focused on the professional development of all employees. As part of our generous compensation package, Salient offers paid time off between Christmas and New Years. We foster open communication and are committed to a team oriented environment.

We are seeking a Sales Operations Administrator to provide efficient and accurate client order support essential to the productivity of the Sales and Operations departments. Duties include filling client orders as they require licensing and supporting client base and field staff with respect to contractual obligations, revenue opportunities, CRM forecasting and SOW. This is a full-time position that will be located in Horseheads, NY.

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skills and/or abilities required.

Education/Experience

- A.A.S. preferred
- 1-3 years of related experience in client service, sales support or administrative field

Primary Duties & Responsibilities:

- Interact with Clients to establish license file requirements
- Provide efficient client focused license/contractual troubleshooting
- Audit and maintain license file database/contracts
- Assist with minor contract creation to be forwarded to the legal department for finalization
- Proactively renew licenses for clients as per contract compliance
- Perform audits on client licensing fees, schedules and orders
- Track, and compile SOW's from various departments
- Initiate sales activities resulting in opportunities for additional revenue
- Collaborate with Clients and Salient staff to identify issues and provide satisfactory resolutions
- Assist the Sales team with contract research, reporting and audits of client licensing fees and schedules
- Support timeline engagement with Clients to ensure all Pilots and Proof-of-Concepts are on time and within budget
- Maintain CRM records and assist with special projects
- Support Marketing department with trade show registration, process and execution
- Back-up telephone support

Preferred Skills or Knowledge

- Strong attention to detail
- Comprehensive and thorough organizational skills
- Excellent communication skills

Technical Skills

- Microsoft Office Suite

Salient Corporation is proud to be an Equal Opportunity Employer.

All qualified applicants will receive consideration for employment without regard to race, color, religion, creed, sex, sexual orientation, marital status, military status, veteran status, age, national origin, citizenship, ancestry, disability, predisposing genetic characteristics, domestic violence victim status, or any other status protected by law.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.