

Sales Operations Manager - Colombia

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Company: Juniper Networks

Location: Colombia

Category: other-general

At Juniper, we believe the network is the single greatest vehicle for knowledge, understanding, and human advancement the world has ever known.

To achieve real outcomes, we know that experience is the most important requirement for networking teams and the people they serve. Delivering an experience-first, AI-Native Network pivots on the creativity and commitment of our people. It requires a consistent and committed practice, something we call the Juniper Way.

Sales Operations Manager

Hybrid Role from Bogota, Colombia

The Inside Service Operations Manager plays a pivotal role within the Juniper Service sales team, overseeing the team's operations to proactively renew expiring service and subscription contracts. This position encompasses both leadership and operational responsibilities, with a primary focus on achieving financial objectives and providing exceptional customer service.

The Service Sales Operations Manager is an experienced professional, integral part of the Juniper Americas Service sales function responsible to manage the Inside Service Operations team in order to perform all support renewal quote activity. This position is responsible for the daily sales operations of **Inside operations team**, as well as all people-management functions. Team responsibilities include end-to-end support of all renewal sales activities; quote preparation, database management, ensuring install base data integrity and forecasting hygiene. This position relies on a detailed knowledge of all tools, systems, processes and policies related to maintenance quoting, entitlement and service delivery.

Team and Manager Responsibilities:

Ensure timely and accurate proactive and preparation of renewal quotes for all upcoming expiring contracts.

Complete all reactive quotes, for both new and revision requests, ensuring quotes are delivered within established timelines.

Prepare Install Base reports as needed to ensure complete inventory management and renewal quotes.

Ensure current and complete data in SFDC in order to drive accurate forecasting.

Interacts with various related teams to ensure positive customer experience; case resolution, database/entitlement management, problem resolution, order management, general inquiries.

Understands and ensures all Juniper policies and process are adhered to as relates to all renewal quote preparation.

Provide career development, training, coaching and technical development for all quoting and sales operational processes.

Required Skills/Experience

Bachelor's degree or equivalent work experience, with at least 5 years of service operations business experience

Strong interpersonal skills with 2-4 years' experience in management of an operations team

Strong attention to detail with ability to organize and work on multiple projects.

Demonstrated financial, operational, analytical, and decision-making skills.

Solid verbal and written communication skills.

Education:

Bachelor's degree or equivalent work experience

Skills:

SAP, SFDC, PowerPoint, Excel and Word and Tableau preferred.

ABOUT JUNIPER NETWORKS

WHERE WILL YOU DO YOUR BEST WORK?

Wherever you are in the world, whether it's downtown Sunnyvale or London, Westford or Bangalore, Juniper is a place that was founded on disruptive thinking - where colleague innovation is not only valued, but expected. We believe that the great task of delivering a new network for the next decade is delivered through the creativity and commitment of our people. The Juniper Way is the commitment to all our colleagues that the culture and company inspire their best work-their life's work. At Juniper we believe this is more than a job - it's an opportunity to help change the world...

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