

Sales Operations

We are seeking an experienced Sales Operations professional to join our Sales/Business Development team. With over 5 years of experience, you will play a crucial role in our sales process, serving as a key liaison between potential partners and our internal teams. Your responsibilities will include managing qualified leads, coordinating meetings with our technical experts, following up with clients for feedback, and meticulously maintaining all relevant information in our CRM. Your efforts will ensure a smooth and efficient sales process, contributing directly to the success of BGO Software.



London Basel Sofia

The Company

OVER 10 YEARS OF EXPERIENCE IN DIGITAL HEALTH

At **BGO software** we make health digital by empowering our customers to deliver their digital health products and solutions through our premium services.

Our history

Started as a boutique IT company in 2008, in less than 3 years we grew to become a leading IT company with 100+ employees, serving clients from around the globe across several verticals. After more than 12 years of experience within the healthcare industry, we set our main direction. Today, **BGO Software** is the **digital health lab** that aims to improve and **save lives today through technology**.

Our expertise & services

We have extensive background in the development of clinical research systems, eHealth solutions (web and mobile health applications) and GMP validated systems for pharmaceutical & biotech companies.

Our people

Our culture is defined by our people. We are an innovation team that values mutual trust, creativity, systems thinking, agility, and adaptability. We are creating a movement in the IT industry so that more people choose the professional path towards saving and improving lives through technology.



WE WILL TRUST YOU WITH

Preparation of quotes



Work with incoming enquiries, organise meetings with tech staff and manage the account



Manage Purchase Orders, contracts, rates management



Upsell existing clients



Sales operations



Organisational skills, systematic approach and customer care attitude



Manage leads



Manage CRM



Follow up with contacts
work with marketing sometimes



RESPONSIBILITIES

Lead Management:

Oversee the management of incoming leads, ensuring they are accurately categorized, prioritized, and followed up in a timely manner. Track and monitor the status of leads through the sales pipeline, ensuring no opportunities are missed.

Collaborate with the Sales/Business Development team to ensure a smooth handoff of qualified leads.

CRM Administration:

Maintain and update the CRM system with accurate and up-to-date information on leads, clients, and sales activities.

Collaboration with Cross-Functional Teams:

Collaborate with the Finance team to ensure accurate tracking of sales performance against targets.

Partner with the Technical team to coordinate client demos, technical evaluations, and other pre-sales activities.

Work closely with the Marketing team to align lead generation efforts with sales objectives and provide feedback on lead quality.

Process Improvement:

Continuously assess and refine sales operations processes to improve efficiency, effectiveness, and scalability.

Ensure data integrity by regularly auditing and cleaning up the CRM database.
Generate reports and dashboards from the CRM to provide insights into sales performance and trends.

Sales Process Coordination:

Organize and schedule meetings between potential clients and our technical team, ensuring all parties are prepared and informed.
Coordinate and manage the sales calendar, keeping track of all upcoming meetings, deadlines, and follow-up tasks.
Assist in preparing presentations, proposals, and other sales-related documentation.

Client Follow-Up:

Proactively follow up with clients after meetings to gather feedback, address concerns, and move the sales process forward.
Ensure consistent communication with potential partners throughout the sales cycle, maintaining strong relationships.
Handle any client inquiries or requests, ensuring they are resolved promptly and professionally.

Implement best practices for lead management, CRM usage, and sales coordination.
Stay updated on industry trends and tools that can enhance sales operations and recommend their adoption where appropriate.

Reporting and Documentation:

Create and maintain comprehensive documentation of sales processes, lead management protocols, and CRM usage guidelines.
Prepare regular and ad-hoc reports for senior management, offering insights into sales operations performance.
Ensure all sales documentation is organized, accessible, and up-to-date.

Our benefits for you



Professional growth and learning as well as personal development



Flexible working hours and Work-Life Balance of extraordinary importance



Additional health insurance with dental insurance, and psychological support



22-25 annual paid leave.
Remote, hybrid or office work mode



Multisport card reimbursements




Learning organization by design, knowledge sharing through internal trainings from the best professionals





Bonuses for your special day – b-day, wedding, baby on board, and many more


Our values


#BGOValues

 **Impossible is nothing**, because everything is possible

 **Always improve** and strive to grow yourself

 **Team play**, because we grow together

 **Be proud** of what you do

 **Own your results**

