

Sales Operations Analyst

We are looking for a **Sales Operations Analyst** to further strengthen our Operations team and contribute to the success of our Talkwalker products in the market.

*As a **Sales Operations Analyst** working for the Operations department, you will be in charge of analysing, improving and documenting processes throughout the company, as well as being the preferred point of contact for Salesforce, our CRM tool.*

As a member of the Operations team, you will:

- Perform insightful and accurate analyses on our CRM tool [Salesforce.com](https://www.salesforce.com) while designing, providing and maintaining relevant reporting and dashboards for management
- Assess, develop, implement and support robust processes and tools to improve, scale and support productivity and growth of our Sales Operations
- Design and maintain processes for ensuring good quality data
- Work with the Marketing and Sales teams to drive the conversion process of sales leads
- Become one of the Subject Matter Experts on Salesforce, proposing and implementing improvements while assisting users on request
- Train and perform presentations to end users about process and functional topics. Facilitate workshops for a variety of audiences

We are looking for you:

- You have worked for 2-5 years in a similar role, preferably in a consulting firm combining IT and functional expertise
- Good knowledge of Salesforce.com as an administrator
- You have a university degree with a technical or business specialisation
- You are rigorous, organized, analytical, a good listener and a good team player
- You are flexible, like to work independently, are target-oriented and simply get things done without forgetting the end user
- You are fluent in English, any other language will be considered an additional advantage
- Experience in a SaaS organization is preferred but not mandatory

About us:

Talkwalker is a listening and analytics company that empowers over 1,000 brands and agencies to optimize the impact of their communication efforts. The company provides businesses with an easy-to-use platform to protect, measure and promote their brands worldwide, across all communication channels. Talkwalker's state-of-the-art social media analytics platform monitors and analyzes online conversations on social networks, news websites, blogs and forums in 187 languages. The company is headquartered in Luxembourg and has offices in New York City, San Francisco, and Frankfurt, with a total headcount of over 200 employees. For more information, please visit www.talkwalker.com.

Job link: <https://www.talkwalker.com/careers/62be0d23-faeb-4812-8eec-b99b6fef16fd>