

Solution Consulting Ops Manager

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Company: Highspot

Location: Hyderabad

Category: other-general

What You'll Do

Buyer Experience. Develop relationships with our key internal stakeholders to synthesize key themes to keep us moving towards a highly efficient experience. Coach the SC Operations team to deliver quality work.

Scale Organizations, Processes and Operations. Work with the Services Director and Solution Consulting Leader to design organizational and process changes as our company grows and evolves.

Develop a High Performing, High Engagement Team and Culture. Coach and develop your direct reports. Demonstrate very high emotional intelligence. Set and uphold the highest performance standards. Help colleagues “enjoy the ride” - one of our core guiding principles.

Partner effectively across functions. Act as an ally and partner to colleagues in sister functions - Product, Account Management, Marketing and others - making decisions that take broader perspective into account and providing insight into others' decisions. Demonstrate a balanced, reasoned approach to conflict or differing priorities.

Cultivate deep product knowledge. Gain deep knowledge, understanding, and experience with the Highspot platform and the value it provides businesses.

Your Background

5+ years of leading high performing teams, ideally supporting Sales functions

3+ years working with SaaS products and technologies

Demonstrated ability to work cross functionally

Familiarity with SaaS businesses, metrics, goals, challenges

Knowledge of technology in the sales tech, CRM or martech space

Knowledge of how businesses and sales teams operate in our target market

Proven strong executive leadership and decision making abilities

Strong communication skills, ability to articulate and sell a vision internally and externally

Strong execution skills and the ability to drive action and accountability

Proven track record of hiring, developing and managing world-class talent

Experience working with and deploying CMS/DMS technologies. Working Knowledge of CRM (, Dynamics 365) architecture and administration

Entrepreneurial spirit and mindset, a focus on possibilities and not obstacle

Proven ability to navigate ambiguity and change

Proven track record of defining and optimizing processes

Strong written and spoken English

#LI-LH1

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