

Turkey Jobs Expertini®

Sales Operations Specialist

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Company: Orange Business Services

Location: İstanbul

Category: other-general

about the role

Business Intelligence/Financial and Sales Performance Reporting:

- Execute order booking and forecasting
- Execute revenue forecasting, accruals, deferrals
- Management of Rebecca data entry and accuracy • Preparations of Country/Regional TSPRs and MBRs
- Supporting pipeline management
- Run sales efficiency actions

Quote to Bill/Quote to Order:

- acts as focal point for quotation and order requests, taking responsibility to get this done within customer agreed KPI's (Key Performance Indicators)
- Acts as operational owner of quote to order cycle, using general + customer specific instructions and guidelines (price book, process, customer labelling etc.) • Responsible for quote entry into Quotation tools and follow up status through whole Quote To Order chain
- Acts on operational issues and queries coming from Order to Bill (OTB) process
- Supports improvement projects cooperating with senior account associate in countries to improve the Quote To Order process, aim for Operational Excellence

Performance Monitoring and Compensation

- Execute target setting process • Run tasks around EGoals
- Review and approve commission statements and payouts

- Run ad hoc simulations
- Seek necessary approvals as per SIP (sales incentive plan) and SOA (schedule of authority)

Customer Support and Engagement:

- Engages with customer remotely for Quote To Order transactional / operational daily regular activities
- works with billing and accounts receivable teams to resolve invoice, credit notes and payment issues in addition to reply customer billing/invoice queries
- owns disconnection process performance by handling and following up disconnection requests coming from customers till closure / customer feedback

about you

- Understanding customer (internal and external) challenges and needs
- Ability to identify problems and work to resolution as required
- Ability to engage with internal staff as required
- Industrial engineering or equivalent engineering degree, science degree preferably with an MBA
- Excellent knowledge of all office tools
- Languages: English and Turkish fluently (French asset)
- No experience needed, new graduates welcome

additional information

- Clear & proactive internal and external customer communication
- Able to deal with dual reporting lines and virtual teams
- Fast learning and self-motivated
- Being able to function well under stress
- Ability to manage many tasks at the same time
- Proactive behavior

contract

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