



Description

HALO is looking for an Operations Manager of Client Accounts to join our high-growth company. You will be a key member of the team: overseeing mid- to senior-level Sales Support teams. You will promote, coach, and provide daily management of 30-40 Account Managers and Strategic Account Managers who provide client-facing support to assigned Account Executives. You work in tandem with a Sales Operations Manager to establish and maintain proper structure and staffing for all sales teams.

Work from our Seattle office or home. Your choice! Bring you...all of you. Ask us about our approach to diversity and inclusion.

HALO is the global leader in branded merchandise, uniform programs, and recognition and incentive solutions. We combine unparalleled creativity, targeted strategic insights, the diversity of our talent, and flawless execution to unleash the energy and spark the magic that create unforgettable moments, energizing and amplifying brands to capture—and hold—the attention of the people who matter most to our client's success.

You will have the opportunity to combine the strengths of ingenious merchandising team members and HALO's unrivaled scale of more than 1,800 employees in 42 global offices. And, you get to apply the power of that creativity to over 100 of the Fortune 500 as well as thousands of mid and small-size organizations seeking to make a big impact with their brands.

Requirements

This position uses key performance metrics to identify and measure sales related activities that have the most significant impact on company processes, policies, efficiencies and profit, as well as help to manage internal and external relationships to support ongoing sales growth.

- Work with Sales Operations Manager in vetting and selecting employees for promotion onto the team
- Work with Account Executives to understand their clients, business, and ensure proper staffing levels based on sales metrics
- Plan, develop and implement strategic sales-focused development tools and training, and client engaging initiatives including marketing, prospecting and e-commerce
- Establish cross functional collaboration with other department managers including e-commerce and digital systems
- Provide continuous coaching and guide individual development goals and career pathing
- Manage performance management process
- Ensure team's training with and use of internal teams, including Creative, Import, Compliance and HALO resources to expand company and project value to clients
- Responsible for tracking and management of project case studies
- Manage special projects, company initiatives and other related projects as assigned
- Understand the full scope of both HALO and Sunrise internal systems and processes, and master updates and changes as they occur
- Manage scheduling and leave request coverage
- Some periodic travel and travel scheduling may be required



Sound like you? To apply you will need:

- 5-7 years' experience in coaching, leading and training sales teams; promotional products or agency experience is a plus
- Proficiency in Microsoft applications (Word, Excel, Outlook and PowerPoint)
- Excellent oral, written and interpersonal communication skills
- Detail oriented, strong organizational skills and the ability to deliver under deadlines with a high level of accuracy
- Strong business math skills
- Excellent planning, time management and analytical skills
- Ability to learn and train new business technologies
- Strong work ethic that supports working independently, under minimal supervision as well as the ability to work effectively in a collaborative team environment with a dynamic range of people
- Ability to handle sensitive situations with tact and well-reasoned judgment
- Proven ability to provide outstanding client service
- Ability to effectively provide, receive and respond positively to constructive feedback
- Willing to proactively seek out information, training and other resources needed to facilitate continual professional development necessary to be successful in this position
- Curious, flexible and good humored with a positive “can do” attitude

More about HALO

Over the last few years we have grown exponentially to \$765M. While we grow, HALO stays committed to the best parts of an agile, casual, and entrepreneurial culture that inspires our team members to come up with new ideas and work collaboratively, wherever they are.

As a team member you can expect a positive culture of ingenuity, inclusion, and relentless determination. We also offer:

- *Flexibility* | We trust you. Manage your work to deliver breakthrough results
- *Community* | Small-company feel, with big company resources and benefits
- *Creativity* | Be inspired by the ingenuity of your colleagues as they bring brands to life
- *Location* | Work from home and the office—you decide the right balance
- *Learning and development* | We invest in your development. Attend professional development events that interest you and benefit your career growth

HALO is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We insist on an environment of mutual respect where equal employment opportunities are available to all applicants without regard to race, color, religion, sex, pregnancy (including childbirth, lactation and related medical conditions), national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, gender expression, genetic information (including characteristics and testing), military and veteran status, and any other characteristic protected by applicable law. Inclusion is a core value at HALO and we seek to recruit, develop and retain the most talented people.

