



Job Title:	Sales Operations Analyst	Position Type:	Full Time
Location:	Sheridan, WY	Date Posted:	November 11, 2024
Level/Salary Range:	\$50-80K, DOE	Posting Expires:	When filled
Other Requirements			

Submission Information:

Kennon is an equal opportunity employer and will seriously consider every qualified applicant interested in joining our growing team. Please provide a cover letter, resume, and at least one personal and two professional references submitted through our webpage: <https://kennonproducts.com/careers/>

Questions or accessibility issues may be directed to: recruiting@kennoncovers.com

Job Description:

JOB OVERVIEW

As the Sales Operations Analyst, you will be the backbone of sales and a bridge to finance and operations, supporting Kennon's Military and Healthcare products. You will manage both transactional and strategic functions. This role focuses on responding to customer inquiries through phone calls and email, as well as order collection, processing, and invoicing. Performing these functions accurately and within a timely manner is key to success in this role. On the strategic side, you will assist the Directors of Sales in monitoring sales performance metrics and forecasting. The ideal candidate is customer focused, highly responsive, and detailed oriented, ensuring no opportunity is missed. Further, you will help in the development and continuation of the business owner culture by modeling our core values of integrity, caring, daring, and responsiveness.

This role is open to candidates with varying levels of experience and education. Kennon is willing to provide training to less experienced candidates but expect such candidates to take initiative and work with minimal direction once ramped. There is potential to grow within Kennon. From this role, you can expect opportunities for growth in various areas including sales, business operations, and finance. This role will report to the VP of Sales.

JOB DUTIES/RESPONSIBILITIES

- First line of answering customer phone calls and emails via sales contact phone numbers and email distribution lists.
- Respond to requests/inquiries from customers in a timely manner; provide information and price quotations.
- Accurately process sales orders, ensuring all order details are correct and align with customer expectations and company policies.
- Communicate order status and any potential issues to customers and the sales team.
- Manage accounts receivable processes, including invoicing, tracking payments, and following up on overdue accounts.
- Master Kennon's ERP system and be comfortable with learning and using various customer invoicing systems.
- Prepare regular reports on accounts receivable status, including aging reports, collections progress, and outstanding balances.
- Provide excellent customer service and support; Facilitate corrective action when customer requirements are not met.
- Develop a strong understanding of the products or services, including features, benefits, competitive advantages, and ideal use cases.

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- Work closely with the rest of the sales team, aligning on opportunities, sales forecasts/pipeline, and the overall business.
- Monitor pricing to ensure alignment with Kennon's financial goals.
- Monitor sales performance metrics and reporting.
- Evaluate and streamline sales processes to improve efficiency and enhance the overall customer experience.

MINIMUM QUALIFICATIONS & REQUIREMENTS

Our ideal candidate will have a combination of formal education and relevant experience including:

- Associate's or Bachelor's Degree in Business, Marketing, Accounting, Finance, or related field.
- 1-5 years of experience in sales order processing, accounts receivable, data analysis, or a related field.
- Experience with accounting or ERP software (Quickbooks, Rippling, Masterplan, Sage, Oracle, etc.).
- Intermediate Microsoft Office experience, specifically excel.
- Excellent communication skills, both verbal and written, with the ability to interact professionally with customers and internal teams.
- Strong attention to detail and organizational skills.
- Ability to work independently with minimal direction and handle multiple tasks in a fast-paced environment.
- High level of integrity and ability to maintain confidentiality of sensitive information.
- Time-management skills and ability to meet deadlines.
- Comfortable with change in a growing organization.

ABOUT KENNON

We are currently in an exciting time of growth and change, aligning our organizational structure to our strategic plans, creating great opportunities both internally and externally. Kennon Products has a forty-year history of proudly designing and manufacturing quality products that protect high value assets. Founded in 1984 to provide general aviation products, Kennon has grown into a multi-faceted company with international sales. We lead with cutting edge research and development, utilization of advanced materials and composites, and delivery of diverse product lines that include: preservation of private, commercial, and military aircraft integrity; safety in behavioral health; and life-protection for our service men and women. Our success has come through consistently providing innovation, ensuring superior design, and maintaining our commitment to quality. Together, we deliver innovative solutions to protect what matters most.