



Job Title:	Sales Operations Analyst, Defense	Position Type:	Full Time
Location:	Onsite, Sheridan, WY	Date Posted:	09/16/2026
Level/Salary Range:	Exempt/\$50,000-\$65,000 + commission	Posting Expires:	When filled
Reporting Official	Executive Director Defense		

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, résumé, 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:

The Sales Operations Analyst supports the Defense Business Unit by serving as a central link among customers, sales, finance, engineering, and manufacturing. This onsite role manages both transactional and analytical work across the Defense sales cycle, including customer inquiries, quotations, order entry, invoicing, reporting, pipeline visibility, and forecast support. Accuracy, responsiveness, and disciplined follow-through are essential to ensuring customer requirements are understood and orders progress smoothly from opportunity through fulfillment.

The ideal candidate is highly organized and comfortable working with data, business systems, and has excellent communication and customer service skills. They must also be able to manage competing priorities in a fast-paced dynamic manufacturing environment. This person will develop a working knowledge of Kennon's defense products, customers, and contracting environment while modeling our core values of integrity, caring, daring, and responsiveness.

JOB DUTIES/RESPONSIBILITIES

- Serve as a first point of contact for Defense customer phone calls, emails, and sales inquiries.
- Respond to customer requests in a timely and professional manner, including providing product information, coordinating quotations, and routing technical questions to the appropriate internal team.
- Prepare and process quotations, sales orders, invoices, and related documentation, ensuring details are accurate and aligned with customer requirements and company policies.
- Review purchase orders and customer requirements for completeness and communicate discrepancies, order status, delivery expectations, and potential issues to customers and internal stakeholders.
- Become proficient in Kennon's ERP, CRM, and customer systems, including government or prime-contractor portals used for order processing and invoicing.
- Maintain accurate customer, opportunity, pricing, order, and forecast data across business systems.
- Prepare recurring reports on pipeline, bookings, sales performance, backlog, accounts receivable, and other Defense Business Unit metrics and goals.
- Develop a strong understanding of Kennon's defense products, their applications, competitive advantages, and customer use cases.

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- Provide excellent customer support and help coordinate corrective action when customer requirements or delivery expectations are not met.
- Evaluate and improve sales processes, reporting tools, and workflows to increase efficiency, data accuracy, and the overall customer experience.
- Exemplify and support Kennon's ISO 9001 and ASO 9100 quality certification attainment and ongoing compliance.
- Perform other duties as required.
- Support and promote Kennon's Core Values: Daring, Care, Integrity and Responsive and exemplify a collaborative, one team mindset and culture.

MINIMUM QUALIFICATIONS & REQUIREMENTS

Our ideal candidate will have a combination of relevant experience, capability, and demonstrated potential, including:

- One to five years of experience in sales support, order processing, accounts receivable, data analysis, customer service, business operations, or a related field.
- Intermediate Microsoft Office skills, particularly Excel, with the ability to organize, analyze, and communicate business information.
- Excellent verbal and written communication skills and the ability to interact professionally with customers and internal teams.
- Strong attention to detail, organization, and follow-through.
- Ability to work independently with limited direction while managing multiple priorities and deadlines.
- Comfort with change and a willingness to learn in a growing organization.
- Ability to work onsite in Sheridan, Wyoming.

PREFERRED QUALIFICATIONS & REQUIREMENTS

- Bachelor's degree in Sales, Finance, Business, or related field.
- Knowledge of Lean Manufacturing Practices.
- Experience working in a regulated or quality-driven environment (e.g., ISO 9001, AS9100).

PHYSICAL REQUIREMENTS

- Ability to work in both office and manufacturing environments.
- Occasional lifting up to 25 pounds.
- Ability to walk the production floor and participate in manufacturing support activities.
- Occasional travel when necessary.

ABOUT KENNON

Kennon Products is an employee-owned manufacturer with more than forty years of experience designing and manufacturing products that protect high-value assets and the people who depend on them. Founded in 1984 to serve general aviation, Kennon has grown into a multifaceted company with international sales and product lines supporting private, commercial, military, and behavioral health customers. Kennon is an employee-owned (ESOP) company, all employees foster a culture of ownership, collaboration, continuous improvement, and accountability while supporting the company's mission of delivering innovative solutions that protect what matters most.

Our Defense Business Unit develops and delivers purpose-built protective solutions for military aircraft, equipment, and personnel. Our success is rooted in responsive customer support, practical innovation, strong design and manufacturing capability, and an enduring commitment to quality. Together, we deliver innovative solutions to protect what matters most.

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