

BUTTERBALL® FARMS, INC.

Imagine Butter Differently

Butterball Farms, Inc., is a world-class food manufacturer on a mission to Enrich Lives and has been recognized as a West Michigan and National Best and Brightest company to work for three years running. With over 60 years in the industry Butterball Farms, Inc. is proud to give back to our employees, communities and neighbors. We imagine butter differently, have a highly recognizable client list and are known by our customers for our innovation, reliability, responsiveness, and our value-add approach to business. Our amazing culture is recognized globally. We are financially sound, rapidly growing and poised for continued success.

Are you ready to study hard, work hard and be coachable – hungry, humble and people smart? (“The Ideal Team Player by Patrick Lencioni”)

Sales Operations Specialist

Summary: The Sales Operations Specialist is involved in all stages of the sales process ensuring that sales activities are best supported and conducted in accordance with company guidelines. This role provides a high- level support to both internal and external sales teams to facilitate strong relationships and generate revenue for Butterball Farms. The Sales Operations Specialist responsibilities will include, but are not limited to, customer service to Ingredient customers, basic project management, order management, troubleshooting and problem solving, tracking and reporting, sales support, training, and other assigned activities.

As a Sales Operation Specialist, you will:

1. Manage and provide accurate and timely customer service to Ingredient customers, including entering and confirming sales orders.
2. Respond to all customer service requests (i.e. pricing, specification requests, shipping, marketing, samples etc.)
3. Work with various departments including Finance, Purchasing, Operations, and Shipping to price, produce and ship orders on-time
4. Respond to all Ingredient customer issues in a timely manner and notify internal team to determine resolution
5. Inventory management for key customers (Golden Corral, Jack in the Box, Blue Apron and Home Chef, etc.)
6. Basic Project Management (meeting agendas and minutes)
7. Assist with tracking and coordinating major projects by monitoring, reporting, and evaluating the progress of deliverables for customer requests & other strategic initiatives
8. Assist Director of Sales Operations with weekly sales forecast
9. Responsible for updating and sending weekly sales analysis to Sales & Marketing team

10. Assist Director of Business Development with customer sample requests (shipping labels, dry ice, update CRM, notify customer with ship & delivery dates, etc.,)
11. Develop, optimize and manage sample process
12. Responsible for coordinating all sponsorships and food shows, including calendar, checklists, budget, shipping, travel, etc.
13. Learn & interact with CRM when necessary
14. Attend and participate in product/sales sessions or trainings
15. Back-up support to Customer Service Representative
16. Adhere to the safety and quality policies at all times
17. Perform additional duties and responsibilities as required or assigned

We Offer:

- Awesome team members
- Industry-leading culture
- A mid-size organization with the expertise of a larger organization but the nimbleness of a smaller entrepreneurial company
- Opportunity to impact lives daily
- Opportunity to grow personally and professionally daily

As a part of our company mission we are looking for someone who has the following skill sets and qualities:

- Self-starting, highly motivated and goal-oriented individual
- Excellent communication skills (oral and written).
- Strong understanding of Excel functions, and knowledge of Outlook, Word & PowerPoint
- Experience in managing multiple projects at once
- Strong planning & organizational skills with a high attention to detail
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- Strong analytical skills and collaboration on strategic initiatives
- Ability to multi-task as well as a strong sense of urgency.
- Ability to prioritize and work independently with minimal supervision

Skills/Requirements:

- Bachelor's degree in related area with a minimum of two years sales experience or three or more years of work-related skill, knowledge, and/or experience.
- Work Keys: National Career Readiness Certificate preferred

If you are interested in this exciting opportunity, please submit a cover letter telling us why you're interested and your resume to Resumes@Butterballfarms.com

Butterball Farms, Inc., is proud to be an Equal Opportunity Employer