



**ZutaCore** is looking for a talented, ambitious team-player, to join our Operations team. We are a fast-growing, well-funded, private company that develops waterless, direct-on-chip, two-phase liquid cooling systems for the soaring data center market (and beyond). We are working with an ecosystem consisting of some of the world's leading brands in the data center value chain, enabling them to reach a more sustainable digital transformation.

We invite you to join our purpose-driven culture of passion, optimism, and caring about our customers and each other.

- We are bound by a shared vision
- We are committed to the highest quality standards for all of our products and services
- We consistently providing the best service and support to our customers
- We believe anything is possible
- We play as one, and we are all a part of a winning team
- We act fast, and believe in accountability

### **Job description**

**Title:** Sales Operations Analyst

**Scope:** Full-time

**Location:** TBD

**Travel:** Some nationwide and international travel

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### **Responsibilities**

- Spearhead and establish sales operations structure for ZutaCore including processes definition and implementation, systems and tools, sales analytics, and reporting, etc.
  - Own all aspects of sales enablement:
    - Creation of sales training materials and timely delivery and compliance.
    - Define, establish, and maintain sales toolkit and required documents.
    - Define and establish opportunity and lead management process.
  - Establish cadence, format and lead regular sales and leadership meetings
  - Define cadence and build content for project communications, QBRs, sales newsletters, and other ad hoc communication needs.
  - Own the entire process:
    - Review sales orders, quotes, inquiries about product availability, and other sales related questions.
    - Sales funnel, Operational metrics, Key insights.
    - Lead generation
    - Track and analyze key sales metrics: Reporting, KPIs, QBRs, forecasting models.
    - Provide continuous sales and process improvements for Sales Management and Sales Teams.
- Work in concert with ZutaCore marketing, Sales and Partners on lead generation processes, efforts and activities. Define criteria and processes for effective managing lead generation and distribution to Partners and ZutaCore sales.

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- Administers guidelines for consistent quoting.
- Define, implement, and own all aspects of sales data analytics and reporting. Proactively monitors and strives to maintain high levels of quality, accuracy, timeliness, and consistency.
- Work with senior leadership team and proactively manage and report on all global sales pipeline activities and risks.
- Create and execute operating cadences for pipeline, forecasting, and renewals. This includes running forecast meetings, identifying insights from key metrics, and driving process improvements.
- Research, prepare and manage sales orders, quotes, timely and complete RFI responses, and SOW creation for customers according to specifications and information provided.
  - Provides reliable information regarding product specifications, product suitability, pricing and availability.
- Ensures associates and sales agents are trained on systems, sales SOPs, and product knowledge.
- Assists in resolving issues associated with order processing, product availability, price, and product delivery.
  - Follows-up with customers to ensure satisfaction.
- Follows up on all sales orders to ensure full shipment/fulfillment.
  - Reviews the daily reporting and expedites customer delivery needs.
- Handle all customer inquiries and problem resolution when an account manager/salesperson is not available.
- Coordinate sales forecasting, planning, and budgeting activities.
- Own the partner / reseller program and the on-boarding process, including partner registration, partner training and certification compliance, partner sales performance tracking, deal registration, etc.

### **Qualifications & Experiences**

- Bachelor's Degree in business-related field or equivalent work experience.
- Minimum two years (2) relevant experience in a business-to-business sales environment.
- Demonstrated proficiency managing analytically rigorous initiatives.
- Proven experience managing and administering sales/technology platforms.
- Strong written and verbal communications and strong PC / Microsoft Office suite proficiency.
- Excellent organizational skills with some Project Management experience
- Analytical, data-driven and comfort presenting the data and analysis to senior leadership.
  - Demonstrable experience in using data-driven insights to improve sales productivity and performance, including owning the analysis, defining key objectives, and problem solving cross-functionally to achieve short- and long-term results.
- Demonstrated ability to identify opportunities for, and deliver results on, sales process automation resulting in increased sales productivity.

### **Please submit resume to:**

jobs@zuta-core.com