

Job Description: Manager of Revenue Operations

About L2L

L2L is a leading SaaS platform for global manufacturers. We help these manufacturers digitize their processes to improve efficiency, reliability, and profitability. Our platform improves operating productivity for over 175,000 users across the globe, helping them reduce machine downtime, improve response time to production issues, and reduce the cost of overall plant management. L2L is backed by M33 Growth, a growth-focused private equity firm in Boston Massachusetts that provides both capital and resources to develop already-great businesses into market leaders.

About the Role

We seek an experienced business operations expert to help define and improve our internal processes to streamline the data collection and analysis of our GTM and revenue operations. Revenue Operations combines sales, marketing, and customer success operations across the full customer life cycle in order to drive company growth. Revenue enablement provides the education and content to make our go-to-market teams more efficient and streamlined with internal systems and processes. This position will be responsible for delivering revenue operations and enablement through systems, processes, training, and content to make our go-to-market teams successful. The ideal candidate will have a passion and curiosity for data and a strong attention to detail while understanding the larger needs of the business. Prior experience in revenue operations management is a significant plus.

You will work cross-functionally with the leaders of the finance, sales, marketing, support, product, and engineering teams to ensure the processes are streamlined, data is clean and correct, reports fulfill internal department needs, and data collection is as automated as possible.

What you'll do:

- Solutions Development and Administration:
 - Develop and maintain solutions for pulling corporate metrics from a variety of different sources
 - Develop informative dashboards and reports to drive corporate decision-making
 - Maintain the quality and operation of our data collection solutions
 - Develop methods to improve the accuracy of corporate data
 - Troubleshoot and resolve data quality issues
 - Administer the IT systems used (HubSpot, ZoomInfo, Zendesk, PandaDoc, Avoma)
- Data Analysis
 - Analyze data to look for themes and trends including but not limited to:
 - Lead attribution
 - Customer pricing and segmentation

- Application usage
 - Support requests and resource utilization
 - Etc.
- Assist departments in answering questions and performing research projects
- Project Management
 - Develop and maintain project management capabilities for active projects
 - Assist in IT projects related to operations and compliance
- Training
 - Develop and deliver ongoing training for various business departments on processes and procedures
 - Ensure employees are following the training and best practices
- Process Streamlining
 - Identify and document the current GTM processes
 - Design and implement process improvements to streamline and scale operations

What you need:

- Exceptional analytical and conceptual thinking skills
- A track record of identifying priorities, operating proactively, and following through on commitments
- Experience leading and developing top-performing teams and successful projects
- Strong planning, organizational, and time management skills
- The ability to influence stakeholders and work closely with them to determine acceptable solutions
- Excellent communication skills including the ability to simplify documentation for the broader team
- Experience building dashboards, creating detailed reports, and giving presentations
- HubSpot administration and integration experience is a priority
- Competency in Microsoft/Google applications including word processing, spreadsheets, presentations, and analytical tools like Power BI
- Intermediate IT, Integration, and Database experience is a plus

Qualifications

- A bachelor's degree in business or a related field. Having an MBA is a plus.
- A minimum of 5 years of experience in GTM business analysis or a related field.
- Strong organizational, communication, and presentation skills, both verbal and in writing.

To Apply

Please email your resume to careers@l2l.com