



Job Opening Announcement

Revenue Operations Director

Goodheart-Willcox Publisher is seeking a Director of Revenue Operations to join our growing team! This individual will be the eyes and ears of everything involved with sales, marketing, customer experience, and Customer Relationship Management (CRM). The primary focus of the Director of Revenue Operations is to anticipate the data and reporting needs necessary to drive strategy, increase resource capacity and productivity, and ultimately our customers' experience. The ideal candidate is self-directed, productive, and highly process-driven, with a sharp vision for creating a roadmap to achieve short-term and long-term company goals.

What you'll do:

- Lead, manage, and hold accountable the productivity of the Sales Data and Operations Manager.
- Responsible for all data, systems, and processes that support sales, marketing, customer experience, and CRM.
- Monitor and evaluate sales, marketing, and customer-experience scorecards..
- Work with key stakeholders to obtain internal and external business data to inform strategy and tactical planning for optimal sales, marketing, customer experience, and CRM.
- Help implement lead scoring and evaluate the impact of how customers move through the sales pipeline.
- Support the development and generation of revenue goals and forecasts.
- Inform incentive plan formulation and execution.
- Serve as a leader in the implementation and usage of the new ERP and CRM systems.

What you'll bring:

- Bachelor's degree required. Degree in sales, marketing, or business preferred.
- Minimum of ten years of sales and business operations, and enterprise technology experience in a B2B environment required.
- Advanced proficiency in Microsoft Excel required.
- Experience and knowledge of CRM software required.
- Experience in educational sales or publishing is a plus.
- Strong knowledge of PC-based Microsoft Office.
- Excellent interpersonal skills and the ability to work successfully with a variety of people.
- Working knowledge of ERP, CRM, and business reporting software systems.

What we offer:

Goodheart-Willcox Publisher is an employee-owned company driven by our mission, **"We Build Careers."** G-W has spent over a century building a culture that we are proud of and is centered around our Core Values of ***Do the Right Thing, Can-do Attitude, Roll Up Your Sleeves, Always***

Improving, and Collaborative Spirit. When you join our team, you will experience an environment of collaboration, empowerment, and respect

We've carefully selected our benefits, including retirement options, with a focus on fostering the overall wellbeing of our employees!

- *Employee Stock Ownership Plan & 401(k) with match*
- *Wellbeing Program*
- *Wellness Reimbursement Program*
- *Cariloop – a Caregiver Concierge*
- *Pet Insurance*
- *Employee Assistance Program*
- *Generous Paid Time Off*
- *Social Activities and Events*

Goodheart-Willcox Publisher provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, ancestry and marital status, and other protected classes, in accordance with applicable federal and state laws.

In addition, Goodheart-Willcox Publisher complies with applicable state and local laws governing nondiscrimination of employment. This policy applies to all terms and conditions of employment, including, but not limited to hiring, placement, promotion, termination, layoff, recall, transfers, leave of absence, compensation, and training.

If you are a resident in the states of Colorado, New York, or California, please email hr@g-w.com to receive compensation information for this role.