



SALES OPERATIONS MANAGER

University of California Press has a mission to drive progressive change by seeking out and cultivating the brightest minds and giving them voice, reach, and impact. Toward this end, we are searching for a Sales and Operations Manager to complete a team of sales & marketing professionals dedicated to successfully executing and achieving goals. The ideal candidate will have advanced, demonstrated skill using Excel, an analytical mindset, experience managing and optimizing metadata with trading partners, and an authentic dedication to achieving group goals. This position reports to the Sales Manager.

DUTIES AND RESPONSIBILITIES

50% Maximize sales opportunities by identifying sales trends, communicating out to teams about the trends in a timely manner, and monitoring the success of these efforts. Collaborate with marketing, publicity, and rights and licensing groups to leverage efforts and build aligned efforts in prioritizing sales trends. Attend and participate in meetings with internal departments (including sales, marketing, publicity, operations and acquisitions). Collaborate with marketing team to ensure that all pricing and discounts are accurate. Ensure that product information is up-to-date and released to the market on time. Manage promotional requests from accounts to maximize exposure of key titles. Maximize sales growth by strategizing with Sales Manager to implement key sales activities and initiatives. Communicate all account-specific information as it relates to appropriate titles to marketing, publicity, and rights. Ensure operational efficiency and reporting for sales on a weekly, monthly, quarterly, and annual basis. Deliver quality reporting to guide decision making and drive sales. Serve as an expert in Ingram IQ sales reporting and analysis tools.

30% Build reports and dashboards to aid in analyzing sales performance by campaign, channel, format, account, territory, etc. Analyze seasonal sales trends to identify needs in inventory for various markets (retail, online, Higher Ed, etc.). Utilize the existing inventory demand forecasting algorithm; make changes as appropriate and necessary given changes in the supply chain and other evolving factors. Monitor backorders and not yet published titles to ensure inventory can support sales demand. Serve as the key manager for the inventory control processes and for titles; responsible for informing, coordinating, prioritizing, and monitoring inventory.

20% Analyze demand for front list and backlist titles to ensure that sufficient inventory is located in all markets for all accounts. Serve as the key contact and source of information for sales on inventory related issues. Suggest price changes and experiments; reports back on movements and turns. Manage seasonal print run quantities for titles based on sales rep feedback, account feedback, media interest, and market demand. Coordinate with international sales teams to determine which titles should be printed and warehoused in the territory and/or country.

JOB REQUIREMENTS

- Bachelor's degree in related area and/or equivalent experience/training.
- Minimum of three years' related experience; publishing experience strongly preferred.
- Demonstrated expertise using Excel; Quantitative and analytical mindset.
- Experience with data-driven decision-making.
- Detail-oriented and the ability to achieve thoroughness and accuracy when accomplishing a task.
- Expertise in using software tools, databases, and other technologies to create sales reporting.
- Excellent written and oral communication skills.
- Ability to work well both individually and as part of a team.
- Excellent interpersonal skills to establish and maintain strong working relationships with internal and external constituents.
- Analytical, critical thinking and problem resolution skills.

University of California Press is one of the most forward-thinking scholarly publishers, committed to influencing public discourse and challenging the status quo. At a time of dramatic change for scholarship and publishing, we collaborate with faculty, librarians, authors, and students to stay ahead of today's knowledge demands and shape the future of publishing.

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