

Sales Operations Manager (Individual Contributor)

Location: Atlanta, GA (preferred) or Remote (U.S.)

Department: Sales

Reports To: Head of Sales / Chief Revenue Officer

About the Role

We are a growing ~\$100M healthcare technology and services company seeking a hands-on Sales Operations Manager (IC) to drive forecast accuracy, insight-driven decision-making, and operational excellence across our sales organization. You will own our CRM and core sales analytics, project-manage enterprise RFPs alongside Marketing, and level up our sales process and enablement. This is a non-quota-carrying individual contributor role focused on execution and impact.

Why this role exists (now)

As our sales team grows, we need a builder who can instrument the funnel, track KPIs, and enable predictable growth—and who can help evaluate and migrate CRM systems while keeping day-to-day reporting, forecasting, and RFPs on track.

Key Responsibilities

Forecasting, Analytics & Insights (Primary)

- Run weekly, monthly, and quarterly forecasts; deliver clear pipeline visibility and leading indicators for Sales Leadership and executives.
- Build executive dashboards and reporting for conversion rates, sales velocity, deal size, and rep productivity; translate data into actions.
- Provide insights on new logo performance (why we win/lose) and which products/teams are driving outcomes.

CRM & Sales Technology (Primary)

- Own CRM governance and data integrity (Salesforce or HubSpot), including configuration, pipeline stages, and exit criteria.
- Lead the evaluation and migration to a new CRM in partnership with Sales, Marketing, Operations, and Finance; ensure a smooth cutover with stable reporting and adoption.
- Manage key sales tools and integrations (e.g., CPQ, contract management, BI, and finance systems) to ensure a clean, connected stack.

RFP & Enterprise Deal Operations (Significant)

- Project-manage the RFP process end-to-end: intake, timelines, coordination with cross-functional contributors, and on-time, high-quality submissions alongside Marketing.
- Maintain a central RFP content library and track RFP metrics (cycle time, quality, win rate).

Sales Process & Enablement

- Define and enforce the end-to-end sales process from lead to close and clean handoff, with clear stage definitions and deal governance.
- Build enablement decks and trainings, support onboarding, and identify scalable process improvements.

Compensation & Performance Administration (Smaller component)

- Administer sales compensation plans, quotas, and performance tracking for the Sales organization (AEs/SDRs) in partnership with Finance.
- Support design/evolution of comp plans as needed (this is a smaller part of the role).

Cross-Functional Collaboration

- Partner with Marketing on lead quality, attribution, RFP content, and competitive insights.
- Collaborate with Product and Security to align solutions and address enterprise requirements in RFPs and deals.
- Ensure clean handoff from Sales to Client Operations/Customer Success.

What Success Looks Like (6-12 Months)

- Materially improved forecast accuracy and pipeline hygiene with clear executive visibility.
- Recurring, actionable insights on new logos, product mix, and team performance that inform go-to-market decisions.
- A well-managed CRM migration (or concrete milestones achieved) with stable reporting and adoption.
- Predictable RFP project flow with defined SLAs and baseline quality for responses.

Qualifications

Required

- 4-8+ years in Sales Operations / Revenue Operations / Commercial Operations with hands-on CRM ownership (Salesforce or HubSpot).
- Proven forecasting, reporting, and pipeline analytics experience.
- Experience project-managing cross-functional initiatives (e.g., RFPs, tooling rollouts, process changes).
- Excellent communication, organization, and stakeholder management.

Preferred

- Enterprise B2B and/or healthcare/regulated-industry experience.
- Prior experience supporting RFP-driven sales motions.

Compensation

We're open to hiring at the Manager or Senior Manager level based on experience. This is an individual contributor role either way.

Sales Operations Manager (IC) – typically 2-5 years experience

Base salary: \$95,000-\$115,000; Bonus: 5-10%; Total compensation: \$100,000-\$125,000.

Senior Sales Operations Manager (IC) – typically 6-10+ years experience

Base salary: \$130,000-\$155,000; Bonus: 10-15%; Total compensation: \$145,000-\$175,000; Equity eligibility based on level.

Work Style & Location

Individual contributor (no direct reports). Partners with Sales Leadership, Marketing, Finance, Product, and Client Operations.

U.S.-based. Atlanta preferred; remote possible.

About Us

ECLAT Health Solutions is a healthcare technology and services company focused on enabling predictable growth and excellent outcomes for enterprise healthcare customers. This role has high visibility with senior leadership and a direct impact on our revenue engine.