

## Sales Operations Manager - BioOncology

Job ID: 00410591

### Job Function

Sales & Marketing

### Schedule

Full-time

### Location

United States-California  
South San Francisco

### Job type

Regular Employee

### Company/Division

Pharmaceutical

### Job Level

Experienced

## Who We Are

At the Roche Group, about 80,000 people across 150 countries are pushing back the frontiers of healthcare. Working together, we've become one of the world's leading research-focused healthcare groups. A member of the Roche Group, Genentech has been at the forefront of the biotechnology industry for more than 30 years, using human genetic information to develop novel medicines for serious and life-threatening diseases. The headquarters for Roche pharmaceutical operations in the United States, Genentech has multiple therapies on the market for cancer and other serious illnesses. Please take this opportunity to learn about Genentech, where we believe that our employees are our most important asset and are dedicated to remaining a great place to work.

## The Position

### Overview:

The Sales Operations Manager role is to support the assigned business unit or franchise with regular and ad hoc business analysis and reporting of, for example, product sales, market share, market segmentation, reimbursement analysis, and/or other measures of business performance. They work closely with other team members in Sales Operations & Information Management, helping to ensure data quality, accuracy, timely and targeted reporting, optimized database and other information systems operations, which may include regular responsibilities to support ongoing operational management of the sales force automation/customer relationship management systems and processes. They also provide the assigned group with support in customer targeting, field workforce sizing, structuring and territory alignments, sales goal modeling and allocation, sales incentive compensation plan design, and/or payment distributions and administration. Given the nature of this role, they work regularly with cross-functional customers in the

assigned business unit or functional unit, such as Franchise Sales and Marketing, as well as a host of other internal partners and stakeholders, including Market Analysis & Strategy,

gCOI (Genentech's Corporate Office of Information Technology), and others.

## **Key Responsibilities**

- Primarily responsible for managing and training on all sales operations deliverables including operations launch planning, analytics, reporting, targeting, alignments, Incentive Compensation and Sales Force Automation for their assigned brand(s)
- Partner with sales management and Field Sales Operations to define and produce analytics that support the business objectives and strategies. Provide periodic reports and detailed analysis to identify drivers behind trends and potential business opportunities
- Develop communication materials to support field sales management on business reviews and sales force tools
- Support and respond to field sales inquiries around data
- Collaborate in the management of all IC operation activities including goal allocation, goal adjustments, IC reports. Partner with Compensation Administration team to validate and process incentive payouts, assess and provide impact on issues affecting field incentive plan
- Collaborate with the Information Technology team to define business requirements and solutions for all tools and deliverables that support the field sales force
- Comply with all laws, regulations and policies that govern the conduct of GNE activities

## **Who You Are**

### **Requirements:**

- BA or BS degree required, MBA preferred.
- Minimum 5+ years of Sales Operations experience in the Pharma/BioTech industry
- Detailed understanding of sales processes, sales data tracking systems, sales force automation, incentive compensation operations, and alignments
- Proficient in all aspects of analyzing healthcare sales data. Expertise in providing analytics based on 3rd party data sources (IMS data a plus)
- Strong verbal, written and stakeholder management skills to effectively influence and manage expectations with Senior Management and cross-functional teams
- Solid project management skills in leading and directing teams and achieving project objectives and goals.
- Strong collaboration and teamwork needed to partner with peers on interdepartment initiatives
- Working knowledge of reporting and data analysis tools like SAS, Business Objects and Spotfire. Strong proficiency in MSOffice needed

Genentech is an Equal Opportunity Employer.