



About Learning Without Tears (LWT): We are a mission driven, family-owned company striving to provide the best education products, professional learning, and digital resources for educators, occupational therapists, and children. Innovation and collaboration fuel us every day. We live our passion of helping children learn and grow.

Join our mission-driven, dynamic team as we embrace change, excellence, creativity, and simplicity to make a difference in educators' and children's lives. LWT believes in diversity, equity & inclusion, and strives to create a culture of community, belonging, and gratitude. Our employees bring a variety of experiences and perspectives that fuel our passion and innovation and drive our mission.

The **Director of Revenue Operations** is a key role to help unlock revenue growth through operational excellence. You will be responsible for designing and implementing data-driven frameworks to create growth opportunities and drive efficiency, as well as managing the overall revenue operations function which will include establishing procedures, knowledge management systems, and feedback channels across marketing, sales, customer success, and finance teams.

The ideal candidate will translate business strategy into execution by overseeing the design and implementation of operational process and technology enhancements to increase revenue. This person has exceptional business savvy, financial analysis, and business partnership skills with deep expertise enhancing the scalability of revenue operations within our fast-growing organization.

What You'll Be Doing:

- Identify opportunities to drive revenue, such as go-to-market strategies, tactics to streamline the customer lifecycle, and potential sales process improvements.
- Oversee systems and data administration and recommend tools to improve data quality, analysis, and reporting.
- Work cross-functionally with key stakeholders to centralize information and share insights from data modeling and analysis techniques that will guide strategic decisions and uncover growth and optimization opportunities.
- Manage dashboards and build revenue forecasts so teams can easily understand business health and meet goals.
- Partner with leadership to strategize, operationalize, and analyze the impact of business initiatives.
- Support the sales, marketing, and customer care team with audits, and "under the hood" inspections of prospects' current technical configuration with an eye towards creating a well-scoped estimate and proposal for the work required to meet the RevOps objectives.
- Support and properly communicate expectations around budget, timing and deliverables.
- Lead to ensure that Sales get maximum value out of Salesforce, and champion data hygiene and sales processes best practices.
- Review and recommend any additional RevOps practice upgrades that supports the business in the areas of lead scoring, lead management, workflow automation, dashboard creation, and any needed ongoing optimization based on data analytics and recommendations.



- Review and recommend best practices and SOPs for the business around integration and migration projects.
- Recommend additional best practices and SOPs for the business required to uncover their requirements for lead scoring, lead management, dashboards, and automation across all Salesforce, Pardot, and other supported tools.
- Review and evaluate our current team of vendors for their ability to support our RevOps projects and best practices.
- Recruit and retain the right people to enable us to support our RevOps projects and practices.
- Create an ongoing set of services that help our clients keep their revenue tech stack running and optimized.
- Work closely with Pardot, Salesforce and our other (or future) technology partners to understand new features, new products and be our technical liaison back to both sales and client services.
- Lead a high performing team (attract, assess, onboard, enable, grow, and offboard talent) and develop it with empowerment and accountability.
- Successfully support the creation and execution strategy with ambitious yet achievable growth plans that are backed by the data (Sales Pipeline, Sales Bookings, Renewals).
- Strategically lead building reports and analytics to support data driven sales organizations' decisions as well as continuously improving and delivering operational data to the board.
- Establish and maintain healthy, effective partnerships between Revenue Operations functions and other functions in the organization.
- Continuously think of "scalability" and set us up for what we need "tomorrow", all while championing a customer-centric mindset.
- Proactive advisory to commercial teams based on data analysis and generation of insights.
- Identification of areas for improvement and their implementation in revenue operations and processes – and drive the realization of them across markets & teams.
- Enablement of self-service reporting and management of reports while optimizing data quality and validation.
- Drive successful collaboration with Sales Enablement to ensure new processes are ingrained in the organization.
- Drive adoption of, and maintain, the knowledge base on processes and policies ensure consistency throughout onboarding, training, and service delivery.

Your Experience & Qualifications:

- B.A. or B.S. in related field
- 10+ years' experience in a variety of roles in the classroom and/or leadership roles in PreK-12 Education (can be simultaneous with other responsibilities below)
- 5+ years' experience of sales and/or revenue operations experience
- 3+ years' experience of people management experience
- Ability to influence business partners and provide recommendations to drive decisions
- Track record of success in managing a complex commercial reporting environment



- Proven success partnering with sales, marketing, finance, and BI/analytics teams
- Experience working with cross-functional teams in a high-growth enterprise software company
- Detail-oriented with strong project management skills, balanced with the ability to think strategically
- Experience establishing an operating cadence and consistent reporting to support the needs of the business.
- Expert knowledge of Salesforce
- Compelling, inspiring, and clear verbal and written communication skills
- Finely tuned change management skills and ability to apply with colleagues of all levels
- Metrics-driven with demonstrated analytical skills
- Agile, flexible, collaborative, and progressive improvement mindset
- Experience leading cross-functional projects

Why Learning Without Tears:

Check out even more reasons why Learning Without Tears is a great place to work.

- Competitive benefits including medical, prescription, dental, vision, short and long-term disability, life insurance, paid family leave, pet insurance, standing desks, flexible scheduling, and more!
- Fun happens with company picnics, health and wellness fairs, Turkey Fry, Yankee swap, pizza and happy hour Fridays, milestone and birthday celebrations, and other surprises!

Apply now at <https://www.lwtears.com/join-our-team>

Learning Without Tears is an Equal Opportunity and Affirmative Action Employer.