



## Sales Operations Manager

### Company Description

CareDx, Inc., headquartered in Brisbane, California, is a global molecular diagnostics company focused on the discovery, development and commercialization of clinically differentiated, high-value diagnostic solutions for transplant patients. CareDx offers AlloMap®, a gene expression test that aids clinicians in identifying heart transplant patients with stable graft function who have a low probability of moderate to severe acute cellular rejection. CareDx is developing additional products for transplant monitoring using a variety of technologies, including AlloSure®, a proprietary next-generation sequencing-based test to detect donor-derived cell-free DNA after transplantation.

CareDx, with its presence through Olerup, also develops, manufactures, markets and sells high quality products that increase the chance of successful transplants by facilitating a better match between a donor and a recipient of stem cells and organs. Olerup SSP® is a set of HLA typing used prior to hematopoietic stem cell/bone marrow transplantation and organ transplantation. XM-ONE® is the first standardized test that quickly identifies a patient's antigens against HLA Class I, Class II or antibodies against a donor's endothelium. For more information, please visit: [www.CareDx.com](http://www.CareDx.com).

### General Description

The Sales Operations Manager will partner with the Commercial Organization to drive and measure sales force performance. He/she will have a primary focus on analytics, reporting, salesforce.com administration, and incentive compensations planning. Additionally, the Sales Operations Manager contributes to cross-functional initiatives including targeting, sales force structure, sizing and deployment, business planning and training. The Sales Operations Manager role supports initiatives with primary focus on National sales teams by utilizing analytical and operational expertise to 1) Increase understanding of drivers that influence sales performance 2) execute incentive compensation plans that align sales force behavior with business objectives 3) develop analytics and reporting to best track sales. The Sales Operations Manager has a broad understanding of data and is adept at identifying source that answers business questions effectively. They collaborate closely with other cross-functional colleagues to meet the desired business objectives and ensure accurate and timely implementation of Sales Operations deliverables.

### Responsibilities include, but not necessarily limited to:

- Develop and implement analysis that identify national and sub-national drivers behind sales performance including sales trends, market share and customer segments
- Manage all Sales Operations processes and activities that drive incentive compensation and insights for business planning including alignments, sales crediting, reporting, targeting and SFA
- Create and maintain SFDC reports/dashboards for commercial teams

- Support the field sales force by being the primary point of contact for all Sales Operations deliverables
- Partner effectively and collaborate with cross-functional teams

**Qualifications:**

- High level of energy and work ethic
- Results oriented with an emphasis on ROI metrics
- Strong analytical capabilities
- Ability to lead and participate effectively in cross-functional teams
- Proven track record of performance in a fast pace environment and organizational skills to manage priorities and meet deadlines
- Demonstrated ability to build, lead, and inspire a team
- BA or BS degree required, MBA, Masters is preferred
- 5+ years of analytics experience, preferably in the Pharma/BioTech industry
- Proficiency in reporting and data analytics tools like Excel, Salesforce.com
- Experience in Sales Operations preferably in the health care industry
- Demonstrated ability to structure and conduct analyses to generate insight and recommendations
- Excellent problem solving skills, details oriented with focus on quality and accuracy
- Strong verbal and written communication skills, proficient in interacting with Senior Leadership
- Demonstrated ability to influence without direct authority and to develop and maintain strong cross-functional partnerships
- Proven track record of working effectively in a collaborative, fast-paced, multi-tasking environment

An important aspect of CareDx's culture is that we are passionate about what we do and we are all willing roll of our sleeves to get the job done. We are looking for a Manager of Sales Operations who fits that expectation and who will prosper in our culture.

The position is located at our headquarters in Brisbane, CA.

**Additional Information**

Benefits & Perks: We provide Medical, Dental, Vision and Life Insurance, Flexible Spending and Dependent Care, Commuter Accounts, 401(k), 3 weeks of vacation, 5 days sick leave, 1 personal floating holiday, 9 paid holidays, gym reimbursement, yoga onsite, ping pong, foosball, BBQ's, social hours, and more!

*CareDx, Inc. is an Equal Opportunity Employer.*

Please send cover letter and resume to: [HR@CareDx.com](mailto:HR@CareDx.com)