

# REVENUE OPERATIONS DIRECTOR (ROD)

WICKED SMART | SELF-DIRECTED | PROBLEM SOLVER

## Role Objective:

Primary point-of-contact with Atomic Revenue clients and project teams, responsible for enabling Customer Success for everyone involved.

## Key Responsibilities:

- Manage the client account including the scope of work, communications, timelines, calendars, project assignments, meetings, and profitability.
- Work on a team to manage client satisfaction, retention, and expansion as you guide clients through our proven process (Diagnose, Resolve, and Optimize).
- Lead Quarterly Review for our clients every 90 days.
- Attend internal Customer Success meetings 2x per month as a requirement to collaborate, learn, train, and help all of us serve our clients better.

## Requirements for Success:

- **Excellent Communication Skills:** Comfort, ease, and effective communication by any means necessary (Text, Asana, Slack, Email, Phone, Zoom, IRL)
- **Ability to Build Rapport:** Quickly establish working relationship with client team and the Atomic Team
- **Comfortable Delivering Good and Bad News:** Ability to manage delivery of information to clients in a professional, timely, efficient, and productive manner
- **Organized:** Must track and manage timelines, milestones, work requirements, and communications with all client and Atomic Revenue team members
- **Responsive:** Pay attention to all communication methods with a 24-hour response time required for all urgent matters
- **Broad Knowledge and Understanding of an Account:** Understand the interconnectedness of all disciplines on assigned account; cite, high-level the responsibility/importance of each participant and how it all fits together
- **Proactive:** Makes an effort to learn all AR capabilities to proactively introduce new solutions to managed clients as they make sense to solve customer problems or add value to client engagement

## Optional Opportunities for Additional Income:

- Billable Expertise in any area of Revenue Operations (Marketing, Sales, Customer, Creative/Ops, Pricing, KPIs, Digital Tools/Tech, Automation, etc.)
- Fractional Manager, Executive, EOS Integrator
- Lead Generation (100% of Team is Eligible for Lead Generation Commissions)
- Sales Commissions

## CORE VALUES

Atomic Revenue thrives on the collaboration of a virtual, self-managed, and highly flexible workforce. As such, new team members MUST align with our Core Values. Would your past clients, colleagues, and vendors agree that you exhibit these values in your professional work and behavior? If so, we want to meet and work with you.

## WICKED SMART

Talented, Eager to Learn & Grow, Curious, Knows Highest Value, Brilliant, Pushes Back, Multi-Talented, Valuable Skills, Inspirational, Wicked Smart, Thoughtful, Educated Debate

## SELF-DIRECTED

Committed, Works Well Independently, Appreciates Flex-Schedule, No Hand Holding Required, Energetic, Nimble, Self-Managed, Accountable

## PROBLEM-SOLVER

Responsive, Organized, Dedicated, Team Player, Excels as a Professional, Self-Starter, Phenomenal Communicator, Asks Questions, Great Listener