



Tower Laboratories, Ltd.

SALES OPERATIONS MANAGER

Centerbrook, CT

Tower Laboratories is the premier effervescent product manufacturer in the U.S. We develop and manufacture over-the-counter medications, prescription pharmaceuticals, personal care, beverage and household products. Our product line includes denture cleanser tablets, antacids, cold medications, potassium supplements, instant soft drink tablets and bath tablets. We are expanding our product base and currently have several new and interesting products in the development stages right now. Please visit our website to learn more about us at www.towerlabs.com.

We are currently seeking an experienced Inside Sales Operations Manager in our CT headquarters.

POSITION SUMMARY & RESPONSIBILITIES:

Responsible for the management of customer service, customer relationships, along with order, & price management for National Retail Accounts and Contract Accounts. Manages growth initiatives in the private label and contract manufacturing sectors including product expansion and new customers. Creates initiatives and pricing strategies to drive profitability.

1. Manage a team of 2-5 customer service and account relationship specialists. Ensures timely order processing, customer compliance requirements are met, and bid submissions are on-time.
2. Works cross-functionally on initiatives to streamline process, improve service, and to coordinate changing customer needs/products.
3. Lead projects with cross-functional team concerning new contract customers and / or new product lines.
4. Design strategies to achieve company goals in the area of customer growth, product growth and cost improvement.
5. Select and attend 1-2 trade shows yearly.
6. Become subject matter expert on systems related to order processing, customer systems, and master data management.
7. Manage sales reporting, forecasting and results analysis.
8. Conduct market price analysis and provide recommendations on price structure.

QUALIFICATIONS:

- Min. 7+ years' experience in Customer Service Management, Sales Administration, or similar role.
- Experience with National Retailers: mass merchandise, drug, and / or grocery.
- Demonstrated strong written and verbal communication skills.
- Strong computer skills- ability to learn and utilize a wide range of data management systems, and utilize Excel and Powerpoint.
- Strong analytical skills.
- Pharmaceutical experience a plus.
- B.S. Degree in Business or Marketing preferred.

This medium sized company headquartered in Centerbrook, CT, offers a friendly, positive working environment with a competitive benefit package including 401(k) with discretionary company match. Tower Labs is a Socially Responsible Employer and a Great place to work!

Qualified candidates start the conversation today! hr@towerlabs.com.