

## **Operations & Sales Manager**

**Position Title:** Operations & Sales Manager

**Term:** 30 - 40 hours/week

**Summary:** *The focus of this position is to support daily operations for Brightwater Team and manage the import and sales of Nature Loo and associated products.*

**Brightwater Tools** is a National Science Foundation-funded startup developing novel building-scale wastewater nutrient recovery systems. We are also distributors of imported companion products, including Nature Loo composting toilets and related accessories.

The Operations & Sales Manager will oversee the creation and implementation of systems, sales strategies and growth of sales for both Brightwater Tools & Nature Loo products. The ideal individual will possess strong initiative and enthusiasm for regenerative sanitation, nutrient recovery and composting toilets. In addition, a strong candidate will have great listening skills, and intuition for recognizing and meeting customers' needs.

The ideal candidate will possess a strong background in operations management, providing support to the leadership team and staff, with a proven track record of driving operational excellence. The position will require solid organizational skills and record keeping. The person in this position will be responsible for managing travel and conference registrations, will oversee the company's operational processes, including hiring, inventory, sales strategies, and external relations.

This position includes opportunities to advance and grow within the company.

### **Key Responsibilities:**

#### **Operations Management:**

- Assist CEO with administrative tasks and correspondences
- Host team and client meetings by setting agendas and documenting outcomes
- Develop operational policies and procedures to improve efficiency and effectiveness
- Oversee day-to-day operations, including quality control, inventory management, procurement, and logistics (shipping systems).
- Monitor and analyze operational performance metrics, identifying areas for improvement
- Collaborate with all team members to ensure alignment of operational activities with business objectives.
- Manage and optimize supply chain processes to ensure timely and cost-effective delivery of products.
- Support staff expansion by creating job descriptions, managing job postings, and coordinating interviews
- Maintain updated documentation for reports, manuals, spec sheets, etc.

**Sales & Distribution Management:**

- Develop and execute sales strategies to achieve revenue targets and market share growth.
- Oversee the sales and distribution network, ensuring efficient and effective delivery of products to customers.
- Build and maintain strong relationships with key clients, distributors, and partners.
- Analyze market trends and customer needs to identify new sales opportunities and optimize distribution channels.
- Coordinate with the marketing team to align sales initiatives with promotional activities and campaigns.

**Team Leadership:**

- Foster a collaborative and results-driven work environment, encouraging continuous improvement and innovation
- Manage budgets for sales and distribution.
- Prepare and present reports on operational and sales performance to senior management.

**Qualifications:**

- Bachelor's degree in Business Administration, Operations Management, Sales, or a related field (Master's degree preferred) or equivalent experience
- Proven experience (5+ years) in operations management, sales and distribution
- Strong understanding of supply chain management, sales strategies, and distribution networks.
- Excellent leadership, communication, and interpersonal skills.
- Ability to analyze data, identify trends, and make data-driven decisions.

**Additional:**

- Proficiency in relevant software and systems: e.g. VOIP, Quickbooks, Google Suite
- Ability to learn, comprehend, and design new systems, ERP, CRM
- Hard working, enthusiastic self-starter who is outgoing and thrives with challenges
- Strong interpersonal, analytical and organizational skills, highly detail oriented
- Excellent communication and listening skills (both written and verbal) with the ability to interact effectively with colleagues, management and our distribution partner
- Support the core values of Brightwater Tools, Inc. as an inclusive, safe and encouraging environment where colleagues support each others' success
- Travel may be required to trade shows and festivals.
- Must have a clean Motor Vehicle Record and reliable transportation with vehicle insurance in good standing

**Physical Requirements:**

- Our facility is located in Brattleboro, VT. On-site presence is required but flexible at times. Must be able to operate a pallet jack, and lift up to 62 lbs.
- Travel may be required.

**To apply**, email a resume and cover letter to [hr@brightwatertools.com](mailto:hr@brightwatertools.com).

Compensation: Starting \$25/hour, advances commensurate with experience, SIMPLE 3% IRA match, Paid Time Off, Paid Holidays and Workers Compensation. Vehicle mileage reimbursement for travel to sales events and trade shows.

Brightwater Tools, Inc. is an equal opportunity employer. At Brightwater we recognize that diversity brings different perspectives and skills, making stronger teams that are more creative and rewarding. As such, we encourage people from all backgrounds to apply.