

Sales and Operational Analyst

Department Sales

Region Europe – Nike Direct

Position You are responsible for handling and managing the workflow of Nike Direct sales processes, enabling sales operations to go smoothly and ensure the implementation of sales strategies to further grow the business. You spend most of your time just getting stuff done. Your to-do list is never-ending. Even when the sales team is crushing its targets, there are always new opportunities for optimizing processes.

Much of your work involves optimizing sales efficiency by refining processes and making systematic enhancements. That means resolving operational inconsistencies and bottlenecks that are slowing down the sales team. You ensure key processes with Nike Direct such as sales analytics, seasonal preparation, customer service connection and operational support are running smoothly, accurately and are elevated where possible. In this role you are the key connection between internal departments (Sales, Customer Service, Operations/IT) and Nike Direct to manage business and systems integration in such a way that drives our business forward. You often work independently but in close collaboration with our Nike DTC Account Manager, are part of a larger international team and you receive the necessary support from our head office and departments.

Contract 4/5 or Fulltime – 38h/week

Reporting Nike Direct Account Manager

Company All Sport Equipment NV is the official distributor **of Nike accessories, Jordan Accessories** for Benelux, France, Spain, Portugal, all Nike Stores and Nike Outlet Stores (Nike DTC) in Europa.

Address Visbeekstraat 11, 2300 Turnhout.

Website <https://allsport-group.com>

Values of our company

- | | |
|-----------------|--|
| Passion | We use our drive and commitment to motivate and inspire others. |
| People | People are the core of our company, they make the difference. |
| Entrepreneurial | We are ambitious and not afraid to take on new challenges. |
| Diversity | We believe that diversity promotes creativity and that different perspectives feed the best ideas. |

Tasks and Responsibilities

1. Sales Analytics and Seasonal preparation:

Sales Analytics

- Analyzing and reporting on seasonal initiatives and key stories for both incoming and outgoing orderbook
- Linking Nike DTC reports and data requests with our data
- Preparing monthly sales reports
- Manage seasonal calendars
- Translates correctly Nike codes with All Sport codes
- Understand the possibilities from Nike of sharing data, define reporting needs + formats

Seasonal preparation

- Pricelist
- Collecting right data for seasonal kick-off
- Seasonal readiness preparation

2. Operational IT:

- You analyze the business needs and develop solutions together with the IT and operational team.
- Setting up new sales seasons in the ERP system for the various sales teams. Product information, system import
- Importing account call offs
- Communication with warehouse on planning and calendar.

3. Customer Service:

- Direct and accurate processing and follow-up orders from Nike Direct customers.
- Entering order data and generating / sending order confirmations.
- Providing explanations / information to these customers about aspects such as delivery time, prices.
- Being able to drive attention, explaining and selling new products.
- Taking care of internal and external communication, and understanding the Nike DTC organization and complexity
- Ensuring correct order processing for deliveries take place as agreed.
To this end, among others:
 - Monitoring accurate order handling
 - Supervising the implementation of special arrangements
 - Consulting with sales and logistics departments
 - Trying to come to an acceptable solution
- Handling customer complaints in such a way that the commercial relationship is not harmed

Competencies

We would like to see the following competencies come to life when performing this job, which are linked to the 4 core values within our company:

1. Passion

- You like to communicate in a constructive, positive and respectful way.
- You give the best of yourself every day and you love to inspire others.
- You speak the language of the customer, the consumer or retailers from your own drive and passion.
- You like to motivate others to explore new possibilities. Making mistakes is inherent to progress.

2. People

- You are customer-friendly and service-oriented.
- You are naturally curious to better understand the customer and his environment.
- You always maintain a respectful and honest relationship with colleagues, customers, and society and you try to develop this with a long-term vision.
- You understand that working together is the key to success.
- You take responsibility for your role within the team.
- You are a building block to others through your integrity, reliability and stability.
- You manage to take the team to a higher level.

3. Entrepreneurial

- You think action and solution-oriented and like to act accordingly.
- You embrace new changes within the company.
- You are driven to make a difference and achieve results by applying an enthusiastic hands-on mentality and areas for improvement.
- You use flexibility where necessary.
- You are proactive, accurate and like to work autonomously.
- You convince the customer of new product concepts and you have the ability to provide direction and guidance in this regard.
- Your preparation and knowledge of the market, products, trends and competitors allow you to switch quickly

4. Diversity

- You can engage in a constructive discussion with others.
- You are open to other opinions, decisions and cultures because they benefit creativity.
- You think out-of-the box, you question yourself but also others to get better together.

Experience and knowledge

- Minimum Bachelor degree in a commercial or business administration.
- In addition, 5 years of relevant work experience, preferably in a hectic B2B environment where you are used to switching quickly.
- Very good knowledge of Dutch and English. Both written and oral.
- Very solid Knowledge of Microsoft Office (Word, Excel)
- Knowledge and experience to develop business reporting and analysis
- Knowledge of ERP system Dynamics AX is an advantage
- Nike background
- Excel wizard

What do you get in return

- Challenging function within a fast-growing family business
- Employed within the retail and sports sector, working for top brands such as Speedo, Nike, Jordan
- Pleasant, stable and sporty working environment
- Work locations in Turnhout (BE) and JR/Nike offices close to Nike EHQ Campus in Hsum (NL)
- Support from different departments at HQ
- Fixed salary

For more information about this vacancy or to apply directly please contact Michele.loos@allsport-group.com