

Military Sales Business Manager

Lead the Operational Heartbeat of Our Global Military Exchange Business

POSITION SUMMARY

The Military Sales Operations Manager is responsible for the overall execution and operational success of Eagle Crest's global military exchange business. This position serves as the operational leader supporting the company's military broker network while coordinating internal departments to ensure sales initiatives are executed efficiently and on schedule.

This position reports directly to the President but works closely with the Operations Manager. The Military Sales Operations Manager oversees sales program execution, manages financial goals and objectives of the Military category sales, merchandising initiatives, product launches, artwork coordination, customer service support, reporting, and sales analysis. This role ensures accountability across both internal teams and external sales partners while continuously identifying opportunities to grow revenue and improve operational efficiency.

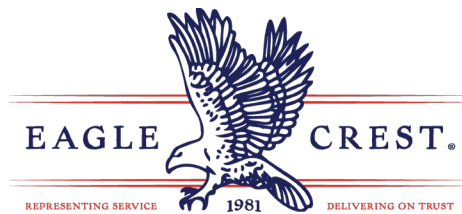
This position requires a highly organized professional who enjoys managing multiple projects simultaneously, analyzing business performance, and coordinating cross-functional teams to achieve company objectives.

To apply, please send your Resume, Cover Letter and any other relevant job references to Careers@eaglecrest.com

 **5357 RAMONA BLVD. JACKSONVILLE, FL 32205**

 **www.eaglecrest.com**

 **1.800.874.1410**



PRIMARY RESPONSIBILITIES

Broker & Sales Team Management

- Work directly with the Military Broker to set and achieve company sales goals.
- Monitor sales performance and hold accountable for agreed-upon objectives.
- Coordinate regular sales meetings and business reviews.
- Assist in developing sales strategies and promotional initiatives.
- Track progress toward sales goals and recommend corrective action when necessary.
- Help prioritize sales opportunities across military exchanges worldwide.
- Ownership of the **military business calendar**. Responsible for:
 - Ensuring that every seasonal event, product launch, catalog deadline, exchange submission, broker meeting, artwork deadline, sell sheet, and merchandising rollout happens on time.

Sales Program Management

- Coordinate seasonal product launches.
- Develop and execute military sales programs.
- Coordinate timelines for new product introductions.
- Ensure all departments complete assigned tasks before launch dates.
- Maintain project schedules for multiple product initiatives.

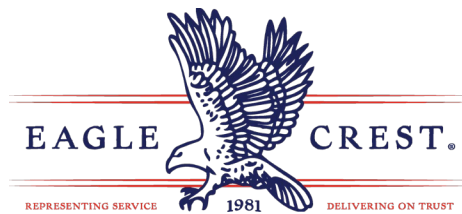
Product Development Support

- Assist with identifying new product opportunities.
- Analyze military trends and customer demand.
- Work with purchasing and product development on new concepts.
- Help manage product life cycles.
- Recommend product additions and discontinuations based on sales performance.

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Merchandising & Planograms

- Create and maintain planograms.
- Coordinate product assortments.
- Develop merchandising presentations.
- Ensure displays maximize sales opportunities.
- Assist with retail display planning.
- Coordinate fixture layouts for military exchanges.

Sales & Data Analysis

- Analyze military exchange sales reports.
- Identify sales trends and opportunities.
- Monitor product performance.
- Develop performance reports for leadership.
- Evaluate category growth.
- Recommend improvements using data-driven insights.

Art & Marketing Coordination

- Manage requests submitted to the Art Department.
- Ensure sell sheets are completed on schedule.
- Coordinate product and marketing materials.
- Track project deadlines.
- Prioritize creative requests based on business needs.

Customer Service Leadership

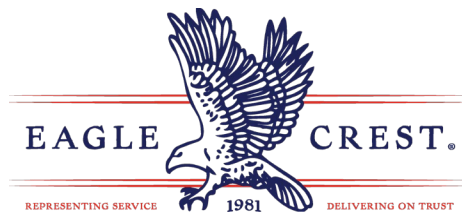
- Assist in managing the internal Customer Service team.
- Improve communication between Customer Service and Sales.
- Help resolve customer issues.
- Develop processes that improve response times.
- Support order management initiatives.
- Ensure customer expectations are met.

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Cross Department Coordination

Serve as the operational connection between:

- Operations
- Military Customer Service
- Product Development
- Purchasing
- Art Department
- Broker Organization
- Executive Leadership

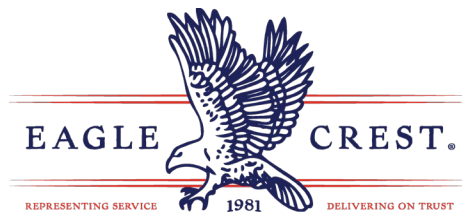
REQUIRED QUALIFICATIONS

- Bachelor's degree preferred or equivalent business experience.
- 5+ years of business operations, sales operations, project management, or account management experience.
- Strong Microsoft Excel skills.
- Excellent organizational skills.
- Exceptional attention to detail.
- Ability to manage multiple projects simultaneously.
- Strong written and verbal communication skills.
- Ability to analyze data and identify trends.
- Experience coordinating multiple departments.
- Ability to prioritize competing deadlines.

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PREFERRED QUALIFICATIONS

- Military exchange retail experience (AAFES, NEXCOM, MCX, CGX, or military retail suppliers).
- Consumer products or wholesale distribution experience.
- Merchandising or planogram development.
- Product development experience.
- ERP software experience.
- CRM software experience.
- Microsoft Power BI or business intelligence tools.
- Inventory planning experience.

DESIRED CHARACTERISTICS

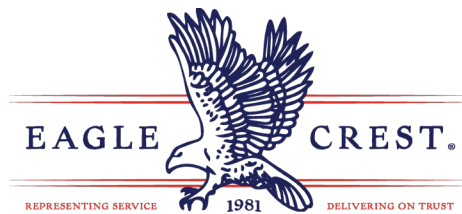
The ideal candidate is:

- Highly organized
- Self-motivated
- Analytical
- Process-oriented
- Collaborative
- Detail-focused
- Accountable
- Professional
- Calm under pressure
- Adaptable
- Strong follow-through
- Comfortable holding others accountable
- Solutions-oriented

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SUCCESS IN THIS ROLE

A successful Military Sales Operations Manager will:

- Execute projects on time.
- Improve communication across departments.
- Help grow military sales.
- Keep product launches on schedule.
- Deliver accurate reporting and business insights.
- Improve broker accountability.
- Support a high-performing Customer Service team.
- Eliminate missed deadlines.
- Identify opportunities for continuous improvement.

TRAVEL

- Primarily office based.
- Occasional travel to trade shows, military exchanges, broker meetings, customer visits, and company events.

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