



**CREATING
THE MOST
ENGAGING
MOTORSPORT.**

Our Vision

We're spearheading the global eSports scene in virtual sim racing, aiming to engage drivers, sponsors, and fans through an immersive eRacing experience. Our focus includes creating alternative career paths for drivers in both digital and physical racing, expanding with franchise racing lounges and top-notch simulators. Fueled by the rising popularity of eSports and racing globally, we're uniquely positioned to tap into untapped opportunities in the fastest-growing sport worldwide.

Sales Operations Manager (f/m/d)

Our opportunity

This is an ideal opportunity for proactive individual contributors who thrive on providing solutions independently, free from bureaucratic constraints. As a Network Engineer, your role involves analyzing and maintaining our existing network solutions in racing lounges, as well as suggesting enhancements. You'll join the IT department, focused on standardizing solutions for franchise lounges and other projects impacting eSports and Sim Racing. Your daily tasks include researching and proposing new network concepts for daily lounge operations and high-traffic events, considering strategic factors such as deployment costs, fleet maintainability, and personnel training. Occasional first-line support and up to 20% travel to lounge locations may be required. If these responsibilities excite you and you see them as opportunities to shape the experience for thousands of Sim Racers, don't hesitate to apply.

Your Responsibilities

- Triage all inbound event requests from the events@racing-unleashed.com mailbox and website, routing each to the relevant lounge for an offer, to Partnerships & Sponsorships, or handling external event requests directly, including writing the offer.
- Define, maintain and continuously improve the triage process for inbound event requests, including clear criteria for handover to the lounges and to Partnerships & Sponsorships, so that potentially strategic partner opportunities are identified early and routed accordingly.

- Maintain the cross-functional Quality Management Log, which captures customer complaints and service issues from all lounges and departments, identify recurring patterns, derive regular action items and initiate new guidelines where needed.
- Lead the weekly Sales & Supervisor meeting, including agenda and minutes.
- Monitor CRM usage (Odoo) across lounges to ensure compliance with defined processes and standards.
- Support the Steering Committee (CMCO, CFO, Head of Lounges) on product review and development of new processes.
- Drive proactive process optimization, including ongoing development of CRM processes in Odoo.
- Own governance of the event product price list, including coordination with IT for website updates.
- Coach lounges on new event products, including authoring short coaching guides.
- Manage complaint handling (e.g., cancellation invoices and related customer cases) with a customer-support mindset.

What This Role Does Not Include

- No outbound sales or account acquisition function.
- No line management responsibility for the lounge teams: the role owns processes and standards, while operational execution remains with the lounges.

Your Qualification

- Experience in sales operations, customer service, or process/quality management, ideally in a multi-site or hospitality/events environment
- Strong process orientation and ability to define and enforce standards across teams
- CRM experience (Odoo or comparable) and comfort driving CRM process improvement Clear, professional written communication for offers, guidelines, and customer correspondence
- Experience running meetings and producing structured minutes
- Service-oriented mindset for complaint and escalation handling
- Fluent in German and English, spoken and written (coaching sessions and meetings are held in English); Spanish is a plus

- Highly reliable and meticulous, with a consistent habit of documenting processes, decisions and incidents

Contact

Apply now

If you have any questions, please feel free to write an e-mail to HR@racing-unleashed.com. Applications can only be considered if they are received via our online process, please only send questions to the above email address.

