

RENEWALS

GERMAN

M A N A G E R

Responsible for customer-facing conversations and negotiations relating to renewing, up-selling, and closing SaaS license contracts for a pool of accounts



RESPONSIBILITIES

- Increase renewal sales for higher customer accounts segment (including encouraging additional products, reducing down-sell and churn, and processing price increases)
- Demonstrate knowledge of the organization's various products and contracts to serve as a customer resource.
- Educate customers on business practices and associated contractual implications.
- Ensure customer awareness and understanding of applicable product elements.
- Maintain account team relationships and transfer leads
- Meet sales objectives inc. quota and productivity requirements.
- Serve as a knowledge expert and resource
- Manage detailed customer renewal contract negotiations that are escalated or require high level of attention.
- Resolve escalated customer issues and questions well within the given purview.
- Maintain and uphold high adherence to processes (specifically relating to on time renewal processing and process compliance).
- Carry out other internal responsibilities to support the team.
- Must be revenue-driven and have a growth mindset.

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Fluent in German, you will have experience working in sales, renewals, and customer success organizations



REQUIREMENTS

- Great negotiation and problem skills
- Excellent comms skills
- Previous experience working for a SaaS company is ideal
- Previous sales/renewals experience is key
- Fluent in German.
- Possess basic to intermediate knowledge in Salesforce fields/objects, reports/dashboard and general data management.
- Extremely detailed and process-oriented, a solid understanding of renewal business, licensing, product, and asset management.
- You have a track record of driving efficiencies and improvement with medium to large strategic initiatives around renewal operations.
- Ability to handle working across multiple teams and motions, but able to connect the dots to clean messy data, drive efficiencies, improvement, and even change management if applicable