

Position Description Statement

Position Title	Partner Account Manager
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Functional Area	Sales
Reports To	Jamie Hughes
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Position Summary

The Partner Account Management is a dynamic role within the Sales Team at EvolveIP, driving the growth of the UK business by recruiting key target partners and providing strategic solutions and commercial guidance to existing partners. An ability to collaborate with partner accounts on all levels is key, determining their needs on a short to medium term basis, ensuring the Evolve IP product set is the preferred voice and collaboration technology solution of choice. The ideal candidate will have experience in recruiting and managing partners.

Working alongside other Partner Account Managers, Technical Account Managers and other Evolve IP teams to resolve queries and requirements in a timely manner, exceeding expectations where possible to ensure the partner accounts have the Account Management and support required.

The individual must be both highly customer focused and commercially minded.

Location

Home Based, with regular travel throughout the UK and occasionally internationally.

Requirements:

- ◆ Experience working in the technology sector, preferably with telephony, unified communications and collaboration solutions
- ◆ Demonstration of meeting MBO & KPIs
- ◆ High level of emotional intelligence
- ◆ Excellent verbal and written communication skills
- ◆ Ability to multi-task in high paced environment
- ◆ Ability to work in a professional consultative manner

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Responsibilities

The responsibilities associated with this role are as follows:

- ◆ Manage UK accounts and business as required.
- ◆ Determine target partner accounts to include Microsoft MSPs, CSPs and Cisco Webex partners.
- ◆ Identify and recruit new partners in line with agreed profiles
- ◆ Establish productive, professional relationships with key personnel in assigned and newly recruited accounts.
- ◆ Coordinate the involvement and engagement of company personnel, in order to meet internal performance objectives and partners' expectations.
- ◆ Meet and desire to exceed assigned targets for profitable sales volume and strategic objectives in target region and assigned partner accounts.
- ◆ Proactively lead a joint partner planning process that develops mutual performance objectives, financial targets and critical milestones associated with a productive partner relationship.
- ◆ Proactively assess, clarify and validate partner needs on an ongoing basis.
- ◆ Support sales through partner organisations to end users in coordination with partner sales resources.
- ◆ Engage partners on a pre-sales level utilising TAMs to support and develop solutions that best address the partner's end-user needs, while coordinating the involvement of all necessary company partner personnel.
- ◆ Work closely and collaboratively with partners and customers to devise creative and effective solutions.
- ◆ Collaborate with internal and external marketing teams to develop relevant content for the market
- ◆ Report and present monthly results to the line manager.
- ◆ Ensure Salesforce / Evolve IP's CRM system's partner and opportunity details are up to date.
- ◆ Complete tasks as requested by the company from time to time which are outside of your standard day to day responsibilities

Competency Requirements:

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs Solicits customer feedback to improve service; Responds to requests for service and assistance.
- **Communication** - Speaks clearly and persuasively in positive or negative situations; Writes clearly and informatively; Responds well to questions; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively.
- **Judgement** - Displays willingness to make decision; Exhibits sound and accurate judgement; Supports and explains reasoning for decisions; Includes appropriate people in decision making process; Makes timely decisions; Able to work independently.
- **Integrity** – Demonstrates high moral and ethical standards; Shows respect and consideration for others; Consistent in decision making, doing what is right, not what is easy; Trustworthy and honest in own actions
- **Accuracy** – Works consistently and methodically; Good attention to detail; Presents information in a clear and concise manner; Minimises errors in own work