

JOB DESCRIPTION

Job Title:	UK Junior Account Services Executive
Department:	Global Accounts Services
Location:	Theale
Reporting to:	Global Account Services Manager
Date:	August 2017

About Clearswift

Clearswift is trusted by organizations globally to protect their critical information, giving them the freedom to securely collaborate and drive business growth. Our unique technology supports a straightforward and 'adaptive' data loss prevention solution, avoiding the risk of business interruption and enabling organizations to have 100% visibility of their critical information 100% of the time.

As a global organization, Clearswift has headquarters in the United States, Europe, Australia and Japan, with an extensive partner network of more than 900 resellers across the globe.

More information is available at www.clearswift.com

Clearswift Values

Show *passion* in what we do, drive for *innovation* in everything we do and continuously *collaborate* to make a difference.

The Role

To be proactively involved in the support and renewal processes and initiatives in order to meet the goals and objectives of the Team, this is in addition to supporting the UK Account Services Manager

Key Responsibilities

- To focus on the Sub 250 UK & Eire market customer base.
- Run reports from SFDC on renewals and support.
- Ensure the channel receive details of upcoming renewals accompanied by relevant information and quotations.
- Monitor the progress of renewals using SFDC to allow for accurate forecasting.
- Proactively cross sell and upsell additional Clearswift solutions into your Client base.
- Upsell the existing support level and additional PSO services.
- Work the Global Account Services Manager and UK Accounts Services Manager to maintain and increase Customer retention.
- Weekly forecasting to Global Account Services Manager.
- Negotiate on pricing with channel and distribution.
- Validate special pricing on orders received for renewal.
- Interact and liaise directly with Clients as well as channel to build relations, and gain a better understanding of needs and future requirements, ensure any actions required are via channel fulfillment.
- Deal with notifications from the support team where a customer with expired support has been refused support. Co-ordinate the renewal through the channel.
- Maintain accurate Client contact information in SFDC.
- Provide information to the channel with regards to Clients support issues, if appropriate.
- Provide guidance for the channel and end users in the documentation required for renewal e.g. indemnities and terms and conditions of support by Clearswift.
- Actively participate in the client At risk process to help drive retention and resolve Client issues.
- Responsible for in region Client On Boarding process.
- Deal with customers who are experiencing problems with their current reseller or distributor with regard to support – offer guidance to resolve their issue and involve the account manager for the reseller or distributor where appropriate.
- Be willing and flexible to become involved in 'reactive' projects i.e. telesales to target expired or lost Service contracts on specific products when new solutions are released.

Skills Profile

- Strong negotiation skills
- Able to work in a fast paced sales environment
- Comfortable with change
- Good understanding of the support and renewals process
- PC literate including fast/accurate keyboard skills.

- Use of SFDC
- Excellent telephone manner
- Forecasting
- Team Player
- Able to build and maintain strong customer relationships
- Understanding of the IT market and internet security business preferred
- Understanding of a Direct & Channel route to market

Personal Characteristics

- Self-motivated
- Innovative
- Able to 'spot an opportunity'
- Numerate
- Persistent/Tenacious
- Achievement-oriented
- Attention to detail
- Customer retention orientated

The job is located at our offices in Reading, Berks.

Name:	
Signature:	
Date:	