

Job Description for Internal Maintenance & Renewals

Person:

Reporting to: Sales Office Manager



Role

To achieve & exceed margin targets for assigned renewal vendors

To recruit/develop resellers to increase renewal opportunities

To ensure all your resellers are managed professionally and you have documented all renewal spread sheets for each allocated vendor

To allocate renewals as won/lost or quoted to help accurate follow ups

To orchestrate all available resources to support your resellers e.g. PS, Vendor, Technical

Ensure your resellers are fully up to-date with all information concerning our products, prices as appropriate.

To actively promote training and services available through Wick Hill

Maximise renewal opportunities and encourage upgrades upsells, multi years and co-terms

Objectives

- Have renewal data for all those Key assigned vendors managed by yourself. To include:-
 - Contact details of key people within the company who deal with renewals
 - Revenues/Margins to Wick Hill for the past year (monthly sales tracker)
 - Forecast and targets for the present rolling year, with a 1 qtr. rolling monthly view.
 - Visit schedule for renewals 1 qtr. in advance (include vendor and other PS's where appropriate)
 - Sales training, call out days scheduled
 - Discounts by vendor and partner status
 - Quarterly/Monthly renewal reminders
- Manage renewal data and ensure cover/handover is in place during Holidays, sick etc.
- Ensure all resellers are using Wick Hill for all their renewals within our Portfolio.
- To achieve or exceed set daily activity targets and overall objectives, these include time on the phone, numbers of calls, quotes processed within 2 hours max. Orders processed within 2 hours max.
- You must ensure you constantly recruit new resellers and develop the product portfolio by utilising the product sales management team.
- To ensure you are constantly upselling and cross selling
- You must identify and sell training and consultancy within your account to ensure you are supporting WickHill's VAD proposition.
- To provide a monthly sales margin forecast to Sales office manager which is 90% accurate and ensure you pipeline is always 100% up to date.

KPI's

1. Margin - To meet or exceed monthly margin target.
2. To Achieve a Renewal rate of a minimum of 80%
3. To Achieve a upsell target of a minimum 8%
4. To ensure all renewal reminder are sent out with quotes 60days in advanced and then followed up by phone calls at least 30 days in advance.
5. Pipeline Forecast - To provide a monthly sales margin forecast to Sales office manager which need to a minimum of 90% accurate and ensure you pipeline is always 100% up to date
6. Calls - Achieve a min of 45 min per day on the phone,
7. 4 Rings - Ensure Sales switchboard rings are limited to a max of 4 rings before answering.
8. Keep CRM Updated - All contacts in Sales order/CRM system for your accounts are up to date.
9. 2 hour SLA – To ensure all your customers correspondence's are acknowledged and responded to within 2 hours.
10. Services – Sell /quote Training and services minimum of £5000 worth per month.

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Skills

Knowledge of IT Security products and advantage

Knowledge of IT channel – Resellers

Experience in Word, Excel, Outlook, exchange.

Proven experience in a sales role.