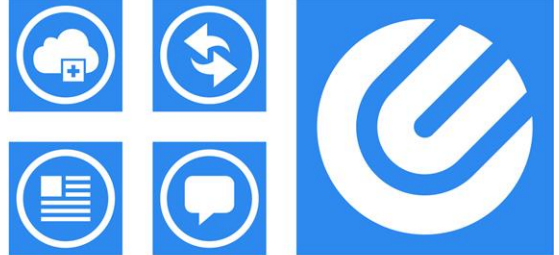


Job Description Commercial Manager

Author: Alan Baldwin, Managing Director



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1.0

Status:
Final

Date:
03-MAY-2018



arkadin
COLLABORATION SERVICES
an NTT Communications Company

Microsoft Partner
Gold Messaging
Gold Communications
Gold Hosting

Job Title	Commercial Manager
Context	<p>A member of the Applicable Sales Team, responsible for managing commercial aspects of services delivered to customers in a designated portfolio of accounts – including managed services and professional services and licence resales.</p> <p>Working either directly with customers or in partnership with commercial contacts in Applicable channel partners.</p>
Reporting To	Head of Sales and Marketing
Reports	None
Main Duties	<p>Be the primary point of contact for all commercial matters in designated customer accounts to maintain and grow revenues.</p> <p>Maintain the commercial relationship between the customer and Applicable (and channel partner where applicable).</p> <ul style="list-style-type: none"> - Receive and manage requests for additional service (Professional Services, RFCs, PCRs, and changes to managed services), confirm requirements, and prepare commercial responses. <p>Identify opportunities for additional sales and close opportunities for additional, profitable revenue.</p> <p>Work actively with other members of the wider account team (service manager, technical account manager) to ensure high levels of customer satisfaction and customer retention.</p> <p>Manage commercial process for invoicing for professional services, monthly recurring charges.</p> <p>Take the role of Senior Supplier in professional services projects, and customer delivery projects.</p> <p>Provide pipeline management and forecasting information.</p> <p>Provide customer feedback to inform Product Strategy.</p> <p>Maintain a good working knowledge of the UC and messaging market, private, public and hybrid service market trends and competitor activity.</p> <p>Carry out information security activity as guided by your line manager or by the Information Security function in Service Design.</p> <p>Other duties as directed by your manager from time to time.</p>
Skills and Attributes	<p><i>Essential</i></p> <p>Thorough knowledge and understanding of Applicable services, and relevance to customers.</p> <p>Excellent customer relationship, strategic selling and time management skills.</p>

	<p>Able to work independently, high level of commercial awareness including sales lead to cash process, project and service pricing, commercial terms and conditions.</p> <p>Demonstrable commitment to the Applicable Values and to realising Applicable’s vision.</p> <p>Demonstrable service culture focus, working closely with Service Management and Service Delivery and Project Delivery.</p> <p>Ability to prepare quality written correspondence, and internal and external-facing documentation.</p> <p>Excellent external-facing, presentation and negotiating skills</p> <p><i>Desirable</i></p> <p>Thorough knowledge of the UC and messaging market for cloud and hybrid and managed services.</p> <p>Knowledge of software licensing sales and licensing programmes.</p>
<p>Performance Standards</p>	<p>Achieve OTE through the management and delivery of customer revenues in a defined set of target customers.</p> <p>Maintain and enhance the perception of Applicable in the market.</p> <p>Execute duties as a reflection of the Applicable Values.</p> <p>Demonstrate through your pattern of behaviour your alignment with Applicable Strategy.</p>

1 Document Management

1.1 Disclaimer

The information contained in this document is proprietary to Applicable. It is provided in confidence for the sole purpose of consideration of the statement of work and services described herein and may not be used for any other purpose. It shall be held in safe custody and shall not be published or disclosed, either wholly or in part, to any other party without Applicable's prior written consent.

1.2 Document Details

Document Owner: Alan Baldwin, Managing Director

Change History:

Version	Date	Author	Details of Change
1.0	03-MAY-2018	Alan Baldwin	New job description.