



## Job Description

**Job Title:** Contract Renewal Specialist

**Department/Division:** Sales

**Reports To:** VP of Sales Operations

**Job Summary:** The Contract Renewal Specialist will focus on current clients and sales in an effort to consult and sell all renewal product options including multiyear and coterminous renewals and capture takeover business. This position will also assist in maintaining client data and post-sales support including general administration support to Carrier Access, Inc. sales teams to maximize the productivity of our sales team. A key area of responsibility is to support the pursuit and closure of a Carrier Access, Inc. sale emphasizing the value of services. This includes but is not limited to quoting renewals, maintaining a portal, processing credit requests, and handling new maintenance service sales request.

### **Responsibilities:**

- Collaborate on sales strategies and coordinate quotes and sales opportunities with Sales teams in effort to drive Renewal Rate
- Consulting with sales team, providing renewal quotes, overcoming objections and adjusting proposal as required to ensure best solution is presented to the client
- Maintain accurate and timely information within company CRM database.
- Track and provide status updates on all open opportunities
- Sell the benefits of Multiyear and financing options
- Maintain working knowledge of all 3<sup>rd</sup>-party tools
- Accurately process pre-sales tasks and post-sales requests including new maintenance quoting & pre-order quote preparation
- Develop fundamental working knowledge of carrier services and technology hardware service solutions we resell to Carrier Access, Inc. clients
- Oversee and respond to basic sales questions around process or entitlement
- Ensure Order Review
- Work with Partner Sales teams to close business
- Proactively communicate with existing clients to renew their existing service and potential to increase sales of organization's products and/or services.
- Uncover additional sales/training opportunities when responding to quote requests.
- Respond to email/phone inquiries from internal and external clients
- Proactively establish and maintain effective working relationships with all support and sales teams, as well as client base accounts.
- Communicate with clients in a professional, concise, and effective manner.
- Maintain proactive Managed Service Contract renewal quotes and Commodity hardware add on product quotes for managed service clients.
- Perform additional tasks as needed and/or requested.

**Desired Qualifications/Skills:**

- 2 years experience in Sales or Sales Support
- Excellent MS Office skills
- Must be detail oriented with the ability to multi-task
- Superior communication skills (verbal and written, both internal and external to the organization) with the ability to actively listen to management, subordinates, peers, and clients in order to understand the points being made and ask questions as appropriate.
- Ability to problem solve and think outside of the box to meet company expectations.
- Experience cultivating and developing relationships with clients.
- Carrier Service, technology hardware or related experience is a plus
- Experience in technology sales is required
- Experience working in a fast paced, multi-tasked environment.
- Ability to work well individually, as well as part of a team.
- Ability to complete, accurate and timely submissions of all required paperwork and system documentation associated with client activity.
- Organizational skills to facilitate timely and thorough follow up on all client issues to completion.
- Ability to prioritize tasks and display excellent time management skills.