



Wireless That Just Works

## Account Manager – Subscription & Services (APAC/EMEA)

Location: UK (Ashburton/Remote)

June 22, 2021

<b>Department Description</b>
<p>The Cambium Subscriptions and Services team works closely with customers, partners, field sales teams, and internal resources to uncover Cambium value and capture subscription renewals for a growing portfolio of cloud, support, and service products.</p>
<b>Scope of Responsibilities &amp; Position Expectations</b>
<p>Subscription &amp; Services Account Managers cover a geographic region and are responsible for achieving an assigned renewal target, up selling, maximizing adoption, and working with an Account team on strategic goals.</p> <ul style="list-style-type: none"><li>• Maintain contract revenue base at highest possible retention rate and protects contract revenue streams</li><li>• Collaborate with end customers, channel partners, and internal account teams to provide renewal quotes, on-time closing of subscription renewal contracts, approving, and fulfilling orders</li><li>• Articulate value and customer benefits of Cambium’s “Cloud” offerings</li><li>• Overcome objections, and adjust quotes/proposals as required to ensure best solution is presented</li><li>• Sell and upsell the unique value of cloud-based subscriptions of Cambium products and services</li><li>• Uncover additional Sales opportunities and share with internal Account teams</li><li>• Track and provide status updates on all open opportunities/accounts</li><li>• Build a working knowledge of various 3rd party tools utilized in the Cambium renewals process</li><li>• Collaborate on sales strategies and coordinate quotes and sales opportunities with broader Sales teams</li><li>• Develop Fundamental working knowledge of all Cambium solutions</li><li>• Identify at risk accounts and work collaboratively to secure</li><li>• Develop strong business relationships with Customer, Partners, and internal teams to ensure End Customer satisfaction and sales efficiency</li><li>• Communicate feedback internally on successes and challenges in a way to facilitate understanding and foster better solutions</li><li>• Educate End Customers and Partners on business practices and associated contractual implications</li></ul>

- Ensure customer awareness and understanding of applicable product elements
- Must meet sales objectives such as quota and upsell requirements

#### **Knowledge/Skill Requirements**

- Experienced in enterprise renewals, sales, and cloud solutions
- Experience with channel/partner sales model
- Very strong communication skills, communicates effectively and in a professional manner with management, peers, and co-workers
- Good computer, phone, video conferencing, and email skills
- Confident working with Salesforce.com
- Confident working with MS office application, especially MS Excel
- Strong written and oral communication skills
- Collaborative work style and commitment to get the job done
- Personally driven to achieve and surpass goals, self-starter, commitment to quality
- Strong interest in technology and Tech business