

## CAREER OPPORTUNITY

### JOB TITLE:

Channel Retention Sales Specialist

### REPORTING TO:

Sales Manager



### Background

Agilitas is the leading global innovator of customer driven IT channel services, passionate about delivering first class IT services on behalf of vendors, IT resellers and managed service providers to extend their service capability and improve customer satisfaction.

Agilitas delivers solutions across workspace, server, storage and networking technologies to channel partners to over 60 countries throughout the world. These services include maintenance services, technical support, professional services and specialist engineering resource.

Guided by our shared values, we all take pride in everything we do, working as one team with a shared vision to deliver the highest standards to our customers. We work in a fast moving ever-changing environment, so we are constantly looking at driving improvements to stay ahead of our game. There is a real passion to innovate across the whole Agilitas team, whether that be to improve our internal processes for our colleagues or simply make the customer experience a more pleasurable one! 5 core PRIDE values (Passion, Respect, Innovate, Deliver, Embrace) unite the Agilitas team and ensure we remain focused and consistent in everything we do.

We firmly believe that investing in our people is the greatest investment we can make into the future success of our business and our great employees have played a pivotal role in ensuring our company's growth. We are now recruiting for a newly created Channel Retention Sales Specialist to join our established team as the primary interface between Agilitas and our UK customers.

### Job Brief

We are seeking a dynamic and passionate Channel Retention Sales Specialist to join our sales team. With proven sales skills, this is a crucial and key sales role as part of which you'll be the primary point of contact for the sales teams, for information, processes, and procedure. You'll be primarily responsible for contract renewals across the Agilitas contract base. In addition you'll have strong sales and organisational skills, a can do approach, and the ability to manage a high workload within SLA driven guidelines. As the 'voice of our customer' it's crucial that you can lead and influence others towards a common goal, strategising with account managers using excellent interpersonal and communication skills.

You'll be a true team player working cross departmentally and be the voice of the customer. It is crucial you can lead others towards a common goal, strategise with account managers, and build strong relationships with champions in accounts to growth within the partner organisation.

### Critical Success Factors

- Increased retention and renewals.
- Customer satisfaction targets achieved.
- Successful reporting to the wider sales team to maximise opportunities and understand challenges.
- Commercially astute

### Essential Qualifications, Skills and Experience

- Proven and demonstrable sales experience within the IT industry (services preferred) / product (desirable)
- Educated to GCSE standard including English and Maths.
- Strong IT skills, including Microsoft Office and Excel.
- Excellent communication skills, both written and verbally, with senior and junior stakeholders, both internally and externally.
- Proven experience of working within an administrative role.
- Already has or ability to develop a sound understanding of our product and services.
- Excellent organisational skills with a methodical approach.
- Strong analytical skills and eye for detail.
- A flexible approach to work and working hours.



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### Main Duties and Responsibilities

- Increase the retention rate, month on month, working with the Channel Sales team to prioritise key renewals monthly
- Create monthly service and QBR packs
- Pipeline manager
- Manage Assure Me Now to create new business bids
- Manage CRM/databases
- Act as the marketing interface/contract for the sales team
- Day to day contact for sales queries
- Agilitas Ambassador and advocate able to articulate the sales portfolio
- Track renewal forecasts and report back to Channel Directors
- Revisit lost bids/lost contracts
- Scrutinise install bases to provide efficiencies (ie consolidation of multiple end user contracts into one co-termed contract)
- Product renewal revenue target: Responsibility for Agilitas' expiring contracts and renewal rates. Focus on all contract due to expire within 90/120 days
- Increase the renewal rate. Ensure high renewal rates and can speak to the value Agilitas will bring to organisations by understanding product positioning and pipeline management skills.
- Primary point of contact for all partners renewals teams. Arranging regular meetings with renewal teams and partners.
- Provide regular reporting to the sales team and partners.
- Track and report retention rates.
- Provide the wider team with feedback on lost contracts - via Morse reports/install base reports.

### Hours of work

37.5 hours a week Monday to Friday.  
3 days office / 2 days remote working as part of our Company hybrid model.

### Benefits

As well as being a great place to work with a friendly and helpful team, we offer the following benefits:

- A competitive salary.
- Employee Share Option Plan.
- Entry into our NEST pension scheme.
- 25 days annual leave.
- Additional ½ day birthday holiday
- Cycle to Work Scheme.
- Death in service (2 x salary).
- Employee Cash Plan (including 24/7 Employee Assistance Programme, contribution to everyday healthcare and complementary therapies, 24 x7 access to Virtual GP, stress management, counselling, access to 1000s of retailer discounts)
- Regular away days and social events.
- Quarterly and annual awards.
- Invitations to award ceremonies and partner events.

We are based in Nottingham at Glaisdale Parkway which is situated on the west side of Nottingham located approximately 4 miles to West of the City Centre via the A609 and 4 miles from the M1 with convenient access to junctions 25 and 26. The area is very well connected for public transport with numerous bus routes in close vicinity.