

## **Job Description: Partner Account Manager (PAM)**

### **Job Purpose**

Reporting to the Head of Partnerships the PAM (Partner Account Manager) will work within the Sales team, managing all aspects of designated accounts within the partner route to market, driving engagement, demonstrating our products, portraying our value proposition and driving product usage. The PAM is responsible for maintaining customer relationships that promote retention and loyalty with their customers, whilst working closely with account managers, peers, stakeholders and partners to ensure they are satisfied with the services they receive and to support them to fully utilise their services.

### **Key Responsibilities**

- Proactively and reactively maintain contact with designated partners to ensure they received service with Tollring in line with company values
- Take responsibility in supporting partners with any queries using company processes to give the best experience of Tollring
- Manage proactive and reactive communications with partners through designated channels, including phone, webchat and email
- Assist partners in understanding how best to use our technology and direct them according to partner agreements
- Deliver product demonstrations tailored to the partner's needs and or their customers
- Nurture accounts to identify additional opportunities for growth
- Liaise with internal teams and stakeholders to process or action any requests from designated channel partners
- Analyse customer usage and drive engagement through daily, weekly or monthly data checks and revenue monitoring
- Identify risks and take necessary steps to mitigate subscriptions cancellations
- Make recommendations to change partner management status based on performance
- Liaise with partner support colleagues to ensure a seamless approach to managing partners
- Support the account management team with projects as required
- Maintain all records and information in relevant systems, such as CRM
- Accurately forecast for revenues and manage any opportunities or risks

### **Skills and Qualifications**

The successful PAM will have a minimum of 2 years' experience in customer success or client facing roles with the ability to progress. The successful candidate will:

- Be proficient in Microsoft packages and CRM tools to manage opportunities
- Enjoy challenges and coming up with structured and strategic solutions
- Ability to learn products to a high level of detail and understanding
- Have problem solving and trouble shooting skills
- Be able demonstrate organisational skills, able to prioritise and work to deadlines.
- Strong interpersonal skills and communication skills, for internal and external engagement
- Be relentless in their approach to managing opportunities or queries

## Personal Attributes

The Tollring corporate values are: teamwork, energy, integrity and performance. The ideal candidate will be representative of these corporate values:

- A good team player with a 'can-do' positive attitude, who can use initiative
- Possess excellent attention to detail and take pride in the quality of their performance
- Clear communicator, both written and verbal, with good interpersonal skills
- Personable, decisive, adaptable, presentable, and articulate

## Training and Progression

Tollring values its staff, offering career development opportunities all employees:

- Product specific and administration processes training will be provided during the probationary period.
- On successful completion of probation, a further development plan will be produced, discussed and then reviewed on a quarterly basis.
- There will be opportunities for progression as the company grows and as expertise is developed.