

JOB PROFILE

JOB TITLE	Renewal Solution – Specialist
JOB GRADE	EL2
JOB CODE	
DEPARTMENT	Sales
FUNCTION OF DEPARTMENT	The Subscription department's main function is to generate revenue by finding and closing deals with prospects and existing customers in the assigned territory. It operates as the linchpin for sustained business success, focusing on maximizing customer retention and revenue growth through subscription renewals. At its core, this department cultivates strong client relationships by understanding and addressing customer needs, effectively communicating the value of ongoing subscriptions or service agreements. It collaborates cross-functionally to devise strategic plans, employing data-driven insights to forecast, negotiate, and successfully close subscription renewals. This involves not just maintaining revenue streams but also proactively upselling and educating customers on additional services and benefits. Analysis of customer data informs decision-making, enabling the department to continuously refine processes and optimize renewal rates. Ultimately, it serves as a pivotal force in driving revenue, ensuring customer satisfaction, and fortifying the company's market position.
Primary Location	Bangalore
Mode of Work:	Work from office
About the Role	As a Renewal Solutions Specialist, the role centers on the renewal process to optimize customer retention and revenue growth. This role requires an intricate balance between strategic thinking and hands-on execution. Specialists lead the charge in engaging clients, meticulously assessing their needs, and articulating the value proposition of subscription solutions. They take the helm in negotiating contracts, driving closure, and achieving revenue targets. Collaborating across teams, they develop and implement comprehensive strategies, leveraging data-driven insights to forecast accurately and refine engagement tactics. Beyond securing renewals, Specialists elevate customer experiences, fostering strong relationships while diligently documenting activities for informed decision-making. Their expertise lies in not only achieving renewal goals but also in guiding the team towards continuous improvement, making them pivotal in the company's sustained success within the subscription landscape.
MAIN RESPONSIBILITIES OF JOB	- Proactively visit all AMC customers, gathering comprehensive feedback. - Independently generate quotes, effectively communicating subscription value to customers. - Cultivate and maintain strong customer relationships, providing valuable feedback to the technical team. - Collaborate with various teams to strategize and execute engagement plans. - Lead negotiations and oversee Subscription case closures. - Prepare and manage detailed weekly and monthly forecasts, presenting insights to the Subscription Manager. - Drive to achieve subscription revenue targets and ensure precise forecasting. - Take charge of customer payments follow-up, updating the Subscription Manager regularly. - Engage and educate NON-AMC customers on Dassault Systemes' recapture programs and Subscription Benefits. - Offer expert assistance and guidance on Subscription sales to both customers and the team via phone or email.

	• Complete and document customer engagement tasks assigned by OEM Dassault Systemes SOLIDWORKS. • Attain required sales certifications within specified timelines, following SolidWorks and Dassault Systemes' guidelines. • Maintain meticulous records of all subscription activities in the VTIGER CRM.
Minimum Qualifications	Graduation in B. Tech /B. E (Mechanical is added advantage)
Minimum years of experience	2 to 4 years of experience in Sales role. (Min 1year Software Sales is preferred) understanding of sales process and experience in manufacturing or industrial sales.
Competencies	• External Awareness / Market intelligence- Understands and keeps up to date on the industrial trends that affects the organizations business. • Technical Knowledge: A fundamental understanding of the company's products, features, and benefits, allowing them to effectively communicate value to potential customers. • Technical Acumen: Basic technical knowledge to explain how the products work and address customer questions or concerns. • Communication Skills: Strong verbal and written communication skills to engage with customers, colleagues, and technical teams. • Customer Focus: An ability to understand customer needs and tailor product presentations to address those needs effectively. • Listening Skills: Actively listen to customer feedback and concerns, adapting solutions accordingly. • Team Collaboration: Work closely with the sales team and technical departments to provide seamless support to customers. • Product / Solution positioning- Should utilize self-skills to position the solutions based on the business issues of the prospects. • Solution Design: Develop custom solutions by understanding customer requirements and integrating products effectively. • Presentation Skills: Deliver compelling presentations that showcase the value proposition of the products and services. • Negotiation Skills: Navigate complex negotiations and address customer objections to close deals effectively. • Relationship Building: Establish and maintain strong relationships with key customers and stakeholders.
Skill Requirements	• Market development & Expansion • Product knowledge & certifications • Solution Sales • Adherence to sales guidelines / process • Team Coordination • Funnel Accuracy • Market share - Growth Month on Month, Quarterly & Yearly • Business Target achievement- Sales Performance • Sales Conversion- Lead, Opportunity, Demo's and Deals • Customer retention & Cross selling • Solution Development & Presentation Skills. • Customer Relationship Management
Key Accountability	• Market development & Expansion • Product knowledge & certifications • Solution Sales

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KPI	• Renewal Rate • Customer Retention Rate • Revenue from Renewals • Negotiation Success Rate • Average Renewal Time • Upsell/Cross-sell Revenue • Customer Satisfaction Scores • Forecast Accuracy • Non-AMC Conversion Rate
Career Progression	