



SUPPORT RENEWALS REPRESENTATIVE

Job Type:	Permanent Full Time
Department:	Sales
Time Zone:	GMT0
Location:	Maidenhead, UK
Reporting To:	Support Renewal Team Leader, EMEA
Start Date:	March, 2010

About Alfresco

Alfresco is the leading open source alternative for enterprise content management. It couples the innovation of open source with the stability of a true enterprise-class platform. The open source model allows Alfresco to use best-of-breed open source technologies and contributions from the open source community to get higher quality software produced more quickly at much lower cost.

Job Description

The successful candidate will be responsible for the renewal of Support subscriptions / contracts. Protecting this crucial, predictable revenue stream is a key role with high visibility.

Key Responsibilities:-

- Issue Support renewal contracts with a view to getting them signed and returned before expiry
- Sell the value of Support to the customer and keep in contact with the customer in the 'dead zone'
- Proactively win back lost & delayed contracts and sell consolidated renewals to bring revenues forward
- Ensure the Support renewal system and CRM system are regularly updated for the easy tracking of results
- Work closely with the internal and external Sales and the technical teams to create a united front to the customer and to identify other revenue opportunities.
- Accurately provide a forecast for Support renewal revenue to the Alfresco Renewal Team Leader, EMEA



Background & experience

- 2-3 years successful track record in a similar role within a software company
- Fluent English and Spanish / Italian. Fluency in both Spanish & Italian would be a definite advantage
- Highly organised with strong attention to detail
- Excellent telephone manner and written skills
- Team player and excellent communicator who can work seamlessly with Sales, Technical and Finance colleagues
- High activity level, enthusiastic, self motivated, tenacious – definitely not a ‘clock watcher’
- Experience of working in an “early stage” start up would be an advantage. Must be a self-starter
- Computer literate with experience of recording information in a CRM system
- Ambitious and stable who aspires to grow within Alfresco
- Customer focused and prepared to ‘go the extra mile’
- Able to articulate the value of Support and effectively manage objections

Personal Attributes:

- Passion for the business - driven
- Able to work autonomously and proactively
- Proven influencer and negotiator
- Team player
- Customer focused
- Tenacious
- Good communication skills and ability to work with different personalities and temperaments
- Self starter and self-motivator
- Ability to multi-task
- "Can-Do" approach to a wide and rapidly changing workload
- Willingness and ability to accommodate different time zones
- Committed
- Creative and good problem solver
- Willingness to work from time to time over extended hours in order to achieve goals set by immediate manager or demanded by key customers

Alfresco offer:

- Competitive compensation package
- Highly challenging and rewarding environment
- Ability to impact the business
- As an equal opportunity employer, we hire without consideration to race, religion, creed, color, national origin, age, gender, sexual orientation, marital status, veteran status or disability.



Freedom to act

This role will report to the Support Renewals Team Leader, EMEA, although it is expected that this individual will work largely independently and need minimal supervision.

Travel

Some travel may be required for this role

Location

Maidenhead, UK

Contact

www.careers@alfresco.com