**Renewals Manager Job Description:**

**What You'll Do**

The new Customer Experience Renewal Manager (RM) role is a highly visible, strategic position to empower key customers to continue to transform their business and meet their objectives through Cisco solutions. You will be accountable for owning and executing a portfolio of renewal contracts of Cisco products and services across an assigned customer account.

RM's work with customer executives, and across their internal teams to develop a holistic, deep view of customer requirements and objectives and define a strategy to drive renewals to on-time closure, as well as minimize renewals risk and financial attrition.

You will bring strong knowledge of negotiation strategies and orchestrates cross-functional resources across the company to provide a unified path to secure every renewal.

**Key responsibilities and activities include:**

• Drives up-sell, upgrades, price adjustments and close on-time contracts for assigned accounts

• Increases sales penetration at existing accounts

• Builds relationships with customers and account teams to assist in acceleration of full adoption and renewals.

• Partners with the account teams to preserve and improve customer contract and relationships.

• Engage with key decision makers to identify requirements and uncover road blocks to ensure on-time commitments.

• Manage client needs independently. Able to trouble shoot non-standard concerns

• Owns and executes renewal contracts for products and services on medium accounts with moderate complexity

• Builds quotes, review contract terms, negotiation pricing, identify up-sell opportunities and handle objections.

• Curates use case recommendations and educates customers on relevant features and opportunities.

• Leads renewal opportunities or support Account Manager in overall negotiation to ensure integrity of the renewal portion of the agreement.

• Maintain and report an accurate rolling 120 day forecast of renewals in assigned accounts.

• Assist Renewals team with ad hoc requests to meet customer need

• Communicate risks timely and clearly

**Who You'll Work With**

This role resides in the Customer Experience organization, one of company’s fastest growing teams that delivers profitable growth throughout the customer lifecycle with a series of selling motions to drive higher value and an optimal experience from our solutions.

**Who You Are**

• Articulate the customer environment, industry and our company footprint.

• Implement policies for forecasting, data quality and accuracy.

• Build understanding of Customer procurement processes

**Required experience:**

• Gain experience with CRM tools : xxxxx

• Develop basic consultative selling skills

• Execute win-back strategies for inactive customers

**Education:**

Bachelor degree; Master’s degree preferred.

• Industry certifications preferred (e.g. ITIL, PMP, COBIT, Six Sigma)

• Proficient in any CRM systems and Microsoft Office (Outlook, Excel, Word and PowerPoint)