

Account Manager

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Company: Motorola Solutions

Location: United Kingdom

Category: other-general

Job Description

Please note this role is remote and will require moderate travel (driving and flying), the ideal candidate will be located within a commutable distance of a local airport.

Reporting to the EMEA & ROW Sales Director, the Channel Account Manager - holds a key position that requires a dynamic individual who is a self-starter, analytical, and highly motivated.

To be successful in this role, you will need to be knowledgeable of video security & surveillance, highly customer focused, and efficient. The core responsibility of this position is to manage clients in EMEA, primarily in the UK market with the objective of building deeper relationships and driving growth within those accounts. You'll be an integral part of our results-driven commercial team and will have significant responsibility from day one.

Responsibilities and Duties:

Responsible for ensuring our clients are delighted with the solutions we provide, as well as developing opportunities to deliver further value for them by extending their use of the Calipsa platform.

Lead the hand-off of new customers from the sales team to the account management team and hold responsibility for the effective on-boarding of new clients.

Operate as the lead commercial point of contact by developing trusted advisory relationships with key accounts, client stakeholders and executive sponsors in order to develop a deep understanding of their processes, needs and challenges.

Understand the value that we bring to our customers, quantifying it and making sure it's presented to client stakeholders in an easy to understand and timely manner.

Collect product feedback from clients and influence the product roadmap.

Mine existing accounts for revenue growth within each client's operating environment including expansion of Calipsa's core solutions and the upsell of new products.

Drive contract renewals that optimize revenues and minimize client churn.

Work cross-functionally with other internal teams to ensure delivery of Calipsa's solutions are meeting client needs and objectives.

Collect, rev and understand client feedback, market trends and activities to provide input to marketing strategies and the product roadmap

Manage resources - marketing budgets, travel budgets, or any other resources the company allocates.

Other duties as assigned.

Territory:

The Channel Account Manager will have the responsibility to cover the following territories:

United Kingdom & Republic of Ireland

Accounts in other EMEA countries which may be assigned from time-to-time

Basic Requirements

We're looking for key character traits of coach ability, work ethic, adaptability, positive attitude, drive, integrity and trust. We prioritize these characteristics over specific skills, but ideally you'll also have some of the following:

Ability to be consultative, curious and engaging with each client.

Experienced in developing relationships and building trust with stakeholders at every level of an organization.

Ability to communicate, whether that be in person, over the phone, video call, or in writing.

Our clients often have deep technical needs and you'll need to be able to clearly explain how our value proposition and technical solution is meeting their needs.

Excellent attention to detail and extremely organized.

Commercial experience either selling or account managing enterprise clients.

Proven track record of exceeding targets or KPIs.

Understanding of the enterprise SaaS sales process.

Results driven and entrepreneurial mind set.

Experience in using CRM tools to optimize your processes.

Ability to move quickly and adapt to a fast-paced environment.

3-5 years experience in video surveillance, video analytics and physical security industry technologies preferred.

Business fluent English language proficiency required.

Fluency in other European languages is a plus.

In return for your expertise, we'll support you in this new challenge with coaching & development every step of the way. Also, to reward your hard work you'll get:

Competitive salary and bonus schemes.

Two weeks additional pay per year (holiday bonus).

25 days holiday entitlement + bank holidays.

Attractive defined contribution pension scheme.

Employee stock purchase plan.

Flexible working options.

Private medical care.

Life assurance.

Enhanced maternity and paternity pay.

Career development support and wide ranging learning opportunities.

Employee health and wellbeing support EAP, wellbeing guidance etc.

Carbon neutral initiatives/goals.

Corporate social responsibility initiatives including support for volunteering days.

Well known companies discount scheme.

#LI-KTB

Travel Requirements

25-50%

Relocation Provided

None

Position Type

Experienced

Referral Payment Plan

Yes

Company

Motorola Solutions UK Limited

EEO Statement

Motorola Solutions is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion or belief, sex, sexual orientation, gender identity, national origin, disability, veteran status or any other legally-protected characteristic.

We are proud of our people-first and community-focused culture, empowering every Motorolan to be their most authentic self and to do their best work to deliver on the promise of a safer world. If you'd like to join our team but feel that you don't quite meet all of the preferred skills, we'd still love to hear why you think you'd be a great addition to our team.

We're committed to providing an inclusive and accessible recruiting experience for candidates

with disabilities, or other physical or mental health conditions. To request an accommodation, please email <.

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