



Job Description

Partner Success Manager

This is a vital role in continuing to build and further develop ever stronger relationships with Key IVR's current 66 Channel Partners (including Worldpay, Global Payments & Optomany) which represent a critical source of customer revenues.

Reporting to the Head of Channel Partners, the successful applicant for this role will have the following responsibilities:

1. Professionally represent our organisation to Channel Partners with the aim of growing revenues within their businesses
2. Establish and build a trusted, welcoming relationship with Channel Partner representatives by calls, emails, and a developing systemised approach to engaging with the Channel network.
3. Monitor Channel Partner Revenues and actively engage with them to establish how these may be increased by a greater collaborative effort.
4. Ensure that he or she is up to date with internal developments, opportunities, challenges, meetings etc both in the Channel and in-company with an eye always on potential immediate or longer term commercial, revenue earning opportunities.
5. Competently and knowledgably advise partners on services that best fulfil their customer requirements, undergoing full assessments and analysis of client needs
6. Organise activities including webinars, events, and training days to drive referral leads
7. Maintain a detailed and up to date organisation structure for each Partner, through our CRM software
8. Ensure that all Partner representatives are aware of and have access to, and wherever possible, use, all relevant marketing materials available to assist in their own sales processes
9. Assist Partners by providing them with additional collateral whenever requested and offer services and advice on how to grow their business using existing internal resources and services.
10. Identify and engage new Channel Partners that fit with the company's Channel Strategy

With over 66 Channel Partners and in excess of 400 sales contact points within those separate businesses, this is a busy, demanding and potentially highly rewarding job, measured through an increasing number of strong relationships with global Channel Partners, increased revenues and significant further potential.

Key IVR Limited, 8 Durham Lane, West Moor Park, Armthorpe, Doncaster, DN3 3FE

t. +44 (0) 1302 513 000, sales@keyivr.com, www.keyivr.com

Company Registered in England No. 6512297, GB VAT Registration No. 937 0404 35

The successful candidate for this role will have some special qualities, including:

- Be business and revenue focused first and foremost
- Have excellent interpersonal, communication and relationship building skills, with a generally engaging personality
- Be enthusiastic, positive, curious, helpful, calm, thoughtful, highly motivated, determined, self-sufficient and independent
- Demonstrate previous success in a sales or account management role, ideally a channel distribution or key account role
- Possess unrelenting high standards for execution with excellent attention to detail on all matters including essential internal administration and documentation, and a high level of integrity and professionalism
- Able to present, train and deliver materials and workshops as necessary to the Channel network
- Be naturally, perhaps quietly, authoritative and credible with the ability to persuade, challenge, negotiate and create win:win situations

Comprehensive training will be provided on the company's products and services to enable successful candidates to fully engage with Channel Partners.

Salary: £19K - £22K per annum; dependant on experience.

How to Apply

Please email your application to careers@keyivr.co.uk. No agencies please.

Background:

Key IVR is an industry leading SaaS business, already a market leader in the UK, with the potential to dominate the customer payment solutions and IVR services technology space internationally. To underpin planned, massive, growth, the company is seeking to appoint a number of high calibre individuals right now across a number of, mainly already existing, roles.

Job Posted: April 2019

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