



Job Title: Channel Manager

Reports to: Director, Partner Channel

Summary:

The Channel Manager wins, maintains, and expands relationships with assigned channel partners. Assigned to channel partners based on geography, channel, or market, the Channel Manager is responsible for achieving sales, profitability, and partner recruitment objectives. The Channel Manager represents the entire range of company products and services to assigned partners though may focus on a specific solution or product set if focused in a partner vertical market. The Channel Manager reports to the Director of Channel Partner Sales.

Responsibilities / Duties:

- **Process & Activities:**
 - Establishes productive, professional relationships with key personnel in assigned partner base.
 - Coordinates the involvement of company personnel, including support, service, and management resources, in order to meet partner performance objectives and partners' expectations.
 - Meets assigned targets for profitable sales volume and strategic objectives in assigned partner base.
 - Proactively leads a joint partner planning process that develops mutual performance objectives, financial targets, and critical milestones associated with a productive partner relationship.
 - Proactively assesses, clarifies, and validates partner needs on an ongoing basis.
 - Sells through partner organizations to end users in coordination with partner sales resources.
 - Manages potential channel conflict with other firm sales channels by fostering excellent communication internally and externally, and through strict adherence to channel rules of engagement.
 - Leads solution development efforts that best address end user needs, while coordinating the involvement of all necessary company and partner personnel.
 - Ensures partner compliance with partner agreements.
 - Drives adoption of company programs among assigned partners.
 - Achieves assigned sales quota in designated partner base.
 - Meets assigned expectations for profitability production on a monthly basis.
 - Completes partner business plans that meet company standards.
 - Maintains high partner satisfaction ratings that meet company standards.
 - Completes required training and development objectives within the assigned time frame.
 - Ensure partners are aware of financial bonuses, spiffs and general commissions guidelines as a BCM One partner
 - Assist in commissions escalations as needed
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Additional Responsibilities / Duties of the position and team members:

- Communicate effectively to all clients and Channel Partners
- Work with marketing on an effective and consistent communication plan on One Tier products and services
- Develop a plan to ensure 100% of partners on his/her base are aware of BCM One, our products and services
- Holding the individual business units involved in the sales cycle accountable for meeting SLAs.
- Assist in training and educating clients on BCM One Tier products and services.
- Assist in the creation of sales proposals for growth opportunities and changes in technology.
- Create relationships to gather references and recommendations from verticalized clients.
- Consult on telecom and IT projects for clients current and future business needs

Required Skills

- Quick learner and ability to utilize training from various suppliers.
- Ability to apply this knowledge in daily situations and make appropriate recommendations.
- Ability to navigate within different OSS and CRM modules.
- Strong phone and interpersonal skills.
- Confidence while speaking to clients & partners.
- Ability to create relationships with clients and become a client advocate.

Recommended Additional Skills or Qualifications

- Proficiency in MS Word, Excel, PowerPoint
- Strong Interpersonal and Presentation skills
- Strong analytical skills
- Strong time-management & organizational skills