

Renewals Manager

Fully remote working role

The Customer Success team at Kallidus are of strategic importance to the company; driving profitability and deep customer relationships, it is the lifeblood of the operation. The Renewals Manager is responsible for supporting Customer Experience Managers in their mission to ensure the continued use and satisfaction with the Kallidus Suite.

The Renewals Manager is responsible for ensuring Customers complete their renewals on time, supporting Customer Experience Managers in their mission to ensure the continued use and satisfaction with the Kallidus suite.

The Renewals Manager will work in close alignment to the Customer Experience Managers and Finance teams, to manage the renewal and invoicing process and will become a key contact to the customer for accurate issuing of renewal proformas and ensuring timely invoicing and data cleansing.

This individual will also liaise closely with many other Kallidus business functions, including Finance, Support and Service Delivery to support the Customer Success team in delivering outstanding customer experience through their journey. This includes handover from Business Development teams, through renewal and the addition of services and decommissioning of accounts.

Key Responsibilities

- Development and application of the renewal process to ensure renewals are closed in a timely fashion
- Direct communication with customers via e-mail and telephone to negotiate terms and conditions and render renewal contracts
- Ensuring renewals are forecast correctly to maximise accuracy and provide realistic monthly and quarterly attainment to target.
- Driving customer retention, with focus on continuous improvement of the customer experience and automation of the customer journey.
- Growing revenue through customer base analysis and reporting of up/cross-sell opportunities to the Customer Experience team
- Working with internal partners in the customer experience team and Revenue Operations to deliver renewal process improvements.

Required Experience/Skills:

- Consistent track record of achieving sales targets
- History of thriving in a rapidly changing environment
- Ability to review current processes and procedures and make changes if required
- Familiarity with Salesforce and opportunity data management tools
- Excellent communication and interpersonal skills
- Proactive and results driven
- Team Player, as working closely with various teams including marketing, sales and finance
- Strong empathy for customers and passion for revenue and growth
- Proficiency with Sales technology to advance the customer experience
- Analytical and process-oriented mindset

Our comprehensive benefits package reflects the importance we place on employee wellbeing:

- Private healthcare with Vitality Health
- Performance incentives, including ski trips, spa days and fine dining!
- Perkbox – including cinema tickets, coffees, discounts, and hundreds of freebies
- Cycle to work scheme
- Pension
- 25 days paid holiday + bank holidays + birthdays
- Flexible working from home
- Plus, many others

Life at Kallidus

People are at the heart of everything we do and the key to our success, so it's important that we recruit individuals who share our values. Curiosity, integrity, collaboration – these are the values we live by. You need to be driven to ask questions and to find out why. You need to be true to your word. And you need to be proud to be part of something bigger, working with others will come naturally to you.

Once you join us we'll help you develop and grow in a supportive environment, as part of a close-knit team that likes to have fun. Our open and welcoming offices are not only a great place to work but somewhere to build careers and lasting friendships.

Can you see yourself helping us take our growth to the next level? We invite you to come and discover for yourself the exciting future ahead of you.