



Job Description

Business Development & Account Management - DACH

Location – XConnect HQ, North London or Home office, Germany.

Job purpose

Drive and increase National Federation, Global Alliance & VTM business for XConnect within DACH region (Germany top priority, Switzerland & Austria 2nd) by prospecting and selling to specific target of Service Providers (telcos with end users), ISPs/VoBBs/VoIPs, Cable Operators & Channel Partners.

Work to clear KPIs including revenue, margin.

Main Duties and Responsibilities

1. Business Development. Sales & Account Management. Partnership Management.

1.1. Business Development

- Prospect new business opportunities in selected markets.
- Manage prospects through rigorous sales cycle process ensuring qualification criteria are effectively used at each step.
- Work with prospects to understand their key business drivers and requirements in order to develop appropriate solutions that meet their needs.
- Successfully navigate and penetrate prospects' organisations to understand their decision making processes and who should be targeted in order to effectively sell into them.

1.2. Sales & Account Management

- Manage ongoing customer relationship, explore & close, cross & up sell opportunities within accounts.
- Work closely with Operations to ensure that new customers or existing customers with new/expanded services are effectively provisioned and billing set up correctly.

1.3. Partnership Management

- Develop comprehensive understanding of key stakeholders & components that will make XConnect's business successful in country: Regulator & Regulation, Numbering, Number Portability, National Interconnection Regime & Practice.
- Identify & qualify potential national business partners based on above criteria.

- Engage with all above parties, manage relationships, close & manage partnership agreements.

2. Commercial leadership & support

- Feedback to the product management/development teams any required product enhancements in line with target market requirements.
- Develop & maintain a Marketing Plan for each one of the markets in the region in coordination with the Marketing function.
- Develop & maintain detailed knowledge on relevant markets conditions for Federations: market conditions, competition, partners, regulation, industry, portability, etc.
- Attend & present at relevant conferences to progress prospecting and sales activities & expand XConnect's brand & message.
- Support the Buying function in structuring termination opportunities into the markets.

3. Reporting

- Ensure that all customer contact is entered into the CRM tool on an ongoing regular basis.
- Regularly report against Sales Pipeline, Prospect List/Addressable Market, Account Development Plans, key milestones and increased revenue/profit (and other metrics used within XConnect) from activities.

Experience/Knowledge required

- Minimum 5 year's commercial/sales experience in hi-tech environment (telecoms experience a definite advantage).
- Experience working in a company with commitment to a metric-driven, quantitative sales process with demonstrable results.
- Strong interpersonal and communication skills (including presentation skills)
- New business sales experience with demonstrable success at managing accounts through a structured prospecting process
- Detailed knowledge of IP technologies a distinct advantage.
- Start up working experience desirable.
- If home office based in Germany, experience of excelling at working on his/her own with remote support.

Functional/Technical Skills

- Excellent international and communication skills.
- Strong customer orientation.
- Good negotiation skills.
- Ability to build excellent relationships both internally and externally.
- Fluent English & German plus additional language preferable.
- Ability to work under pressure and to tight deadlines.

- Capacity to work both on a bigger strategic scale as well as managing detail.
- Ability to translate technical product specification into sales messages for prospects.
- Degree level qualification desirable.
- Strong network of contacts within the Tier1s/2s in the German market (1&1/United Internet, Telefonica/O2, Freenet, Kabel D, Kabel BW, NetCologne, Unity Media, etc)