**Customer Success Partner SMB**

**Verizon Connect**

**What you’ll be doing...**  
  
Verizon Connect is guiding a connected world on the go by automating, optimizing and revolutionizing the way people, vehicles and things move through the world. Our full suite of industry-defining solutions and services put innovation, automation and connected data to work for customers and help them be safer, more efficient and more productive. With more than 3,500 dedicated employees in 15 countries, we deliver leading mobile technology platforms and solutions.   
  
As a SaaS leader, we know our talent is the most important component to our success. We hire top talent and empower them to do their best work. As a division of Verizon, we combine the fun and excitement of a start-up environment with the resources, operational excellence, and brand recognition of an established tech giant.   
  
The Customer Success Partner will be **responsible for growing and managing a book of business for a leading telematics company within an assigned geographic territory, including up-selling accounts, and renewal of service agreements.** This position will **work within an assigned market segment to retain the customer base, increase customer satisfaction and exceed set sales goals.**

* Grow revenue from existing account base within assigned territory by building strong relationships with clients.
* Protect and defend annual revenue, customer base, and subscriptions within defined assignment.
* Make approximately 40-50 calls per day to assigned customers to build value added relationship that will lead to long-term partnership.
* Consult with clients on best practices to increase their ROI.
* Keep accurate, detailed records of all sales activity in CRM (Salesforce.com).
* Responsible for managing the overall account relationship. Works with clients on contract renewals, unit add-ons, additional features and escalated Customer Care issues.
* Performs miscellaneous job-related duties as required/assigned.

**What we’re looking for...**

* At least 2 years B2B experience ideal
* Bachelor’s Degree in Business or Communications preferred or equivalent business experience
* Proficient in Microsoft Office suite nice to have g suite
* Ability to sit at a desk for the majority of the day must
* Salesforce.com experience nice
* Strong business acumen and presence; comfortable selling at Executive/Owner level
* Ability to work in a fast-paced environment, be accepting of change and multi-task oriented must
* Strong negotiation skills must
* Entrepreneurial spirit; goal oriented and target driven