

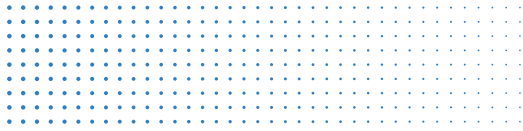
Partner Account Manager – North America: July 2024

Position Overview:

We are seeking a dynamic and experienced Partner Account Manager to join our team. The successful candidate will be responsible for managing partner accounts, performing onboarding tasks and training, holding regularly scheduled business reviews regarding pipeline and active trials, and acting as the primary point of contact. This role requires strong relationship-building skills, excellent communication, and a deep understanding of our products and services.

Key Responsibilities:

- **Manage Partner Accounts:** Maintain and grow relationships with existing partners, ensuring their satisfaction and engagement with our products and services.
- **Collaborative Selling:** Facilitate co-selling efforts with partners to expand market reach.
- **Onboarding and Training:** Manage and lead the onboarding process for new partners, providing training on our video telematics solutions and ensuring they are fully equipped to utilize our technology effectively.
- **Pipeline and Active Trial Meetings:** Conduct regularly scheduled meetings with partners to review their pipeline, discuss active trials, and identify opportunities for growth and improvement.
- **Point of Contact:** Serve as the primary point of contact for partners, addressing ad hoc requests, resolving issues, and providing ongoing support and guidance.
- **Performance Monitoring:** Track and analyze partner performance metrics, providing insights and recommendations to enhance their success and our overall business objectives.
- **Collaboration:** Work closely with internal teams, including sales, marketing, and technical support, to ensure a seamless partner experience and alignment on goals and strategies.
- **Partner Success:** Develop and implement strategies to ensure partners achieve their desired outcomes, driving product adoption and maximizing value.
- **Proactive Engagement:** Regularly check in with partners to identify any challenges they may be facing and proactively offer solutions and best practices.
- **Customer Feedback:** Gather and analyze feedback from partners to inform product development and improve service delivery.
- **Retention and Renewal:** Work towards ensuring high partner retention rates and facilitating contract renewals through excellent relationship management and value demonstration.
- **Reporting:** Prepare and deliver regular reports on partner activities, performance, and progress to senior management.



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Qualifications:

- Minimum of 2 years of experience in account management and/or SaaS sales, preferably in the telematics industry.
- Proven track record of successfully managing partner relationships and driving business growth.
- Ability to articulate technical and business context in formal presentations while painting the “big picture” of our value propositions
- Excellent communication, presentation, and interpersonal skills.
- Strong problem-solving abilities and a proactive approach to addressing challenges.
- Self-starter who is flexible and comfortable working independently as well as part of a team.
- Proficiency in CRM software, Microsoft Office Suite and other relevant tools.
- Able to travel up to 25% for job-related duties.

If you are interested in applying for the vacancy, please send in your application to matthewison@visiontrack.com

