

Maintenance Renewal Representative

The Company:

AvePoint is the Microsoft Cloud expert. Over 15,000 companies and 3 million cloud users worldwide trust AvePoint to migrate, manage, and protect their Office 365 and SharePoint data. AvePoint's integrated cloud, hybrid, and on-premises software solutions are enhanced by 24/7 support and award-winning services. Organizations across six continents and all industries rely on AvePoint to ease transition to the Microsoft Cloud, increase IT administrator productivity, and satisfy governance and compliance objectives.

A two-time Microsoft Partner of the Year Award winner, AvePoint has been named to the Inc. 500|5000 six times and the Deloitte Technology Fast 500™ five times. AvePoint is a Microsoft Global ISV Partner, Gold Application Development Partner, Gold Cloud Platform Partner, Gold Collaboration and Content Partner, and US Government GSA provider via strategic partnerships. Founded in 2001 and headquartered in Jersey City, NJ, AvePoint is privately held and backed by Goldman Sachs.

The Job:

The primary goal of the Maintenance Renewal Representative is to ensure all current customers see the value in renewing their annual maintenance contracts and that these contracts are renewed on time. The job requires a combination of telephone selling, value proposition transfer to the customer, organizational skills and a high level of customer service.

Responsibilities for the position include but are not limited to:

- Sales management of existing customers
- Accountable for ensuring timely renewals
- Follow-up with quoted customers until the renewals are closed
- Track cancellations and reasons for cancellations
- Maintain knowledge of current products and pricing appropriate to closing sales
- Identify and transfer leads to sales departments

Qualifications:

- BS/BA Required
- 0-2 years experience in related role; recent college graduates are welcome to apply!
- Ability to understand and convey business issues and technical concepts
- Outstanding written and verbal communication skills
- Superior work ethic and a dynamic, positive attitude
- Work well independently, as well as, being a team player
- Possess the ability to work in a fast-paced environment, while remaining flexible and adaptive to change