

Tele-Partner Account Manager (Tele-PAM) at Microsoft

Why does the role exist?

The Tele-Partner Account Manager (PAM) role exists to allow Microsoft to scale our partner coverage through a mostly phone based engagement strategy and process. T-PAMs will develop and manage a portfolio of partners over the phone, which may include a mixture of Independent Software Vendors (ISV), Startups and Cloud Services Vendors (CSV). The T-PAM is ultimately responsible for attainment against revenue, technology adoption and partner satisfaction.

How does the role add value?

This role adds significant value to Microsoft, partners, and customers by helping partners deliver world class solutions and offerings to their customers. The T-PAM manages all sales, marketing and readiness activation efforts for their assigned portfolio of partners to drive sales, development, and marketing strategies that impact specific revenue goals and adoption of technology which are tightly aligned with the Belgium & Luxembourg subsidiary goals.

How is role unique from other roles tele-sales or partner roles?

This role is both unique and challenging in that the T-PAM will have responsibility for managing the end-to-end business relationship, growing Microsoft platform adoption and revenue across a relatively large base of partners – executing this responsibility mostly over the phone. This role is also unique from other PAM roles in that it is part of the Developer and Platform team focusing on the most exciting new areas of the Microsoft Business.

Key Accountabilities and Objectives

- Growing the Business through his/her Tele-Managed partners
 - Meet or exceed revenue, Microsoft Solution adoption, and satisfaction targets with assigned partners several vertical industries.
 - Conduct well-structured, proactively planned calls with partners
 - Motivating and helping partners to close their business.
- Achieving operational excellence
 - Integrate the partner business in the business review processes (e.g. follow-up the Pipeline deals, make sure the Tier 1 Tele-Managed partners use the proper CRM tools, Profile and track technology adoption).
 - Making sure partners reply to the Partner Satisfaction Surveys
 - Provide quarterly business reviews on the health of assigned partner portfolio
- Driving partner development and satisfaction (Partner Experience)
 - Build towards a strong and lasting relationship with your partners' management, sales force and operational people leading to an impactful relationship
 - Define a clear strategy around Technology competence, Microsoft Solution adoption and certification.
- Contribute to broader partner outreach
 - Motivate partners to attend Partner events, Technology events and subscribe to online partner newsletters and information
 - Contribute to monthly partner newsletter with one interesting topic for your and other partners
 - Become part of the online conversation with partners through use of social networking

Knowledge, Skills and Experience

- 1) Essential Experience and/or Skills
 - Demonstrable interest and some experience in sales and relationship management.
 - Strong communication skills in: Dutch & French, good understanding of English
 - Having some understanding of our client specific technology and Business Value would be an important asset
 - Prior Tele-sales of relationship management experience is a plus
- 2) Technical /Functional Skills
 - Ability to articulate value proposition relating to our client specific technologies and solutions to Tele-Managed partners
 - Able to give an overview of product line and key features/benefits, especially for the key priority solution related products (Cloud business, Information Worker, Core Infra, Application Platform, Unified Communications)
 - Microsoft will help the new T-PAM develop these skills.
- 3) Personal Attributes

- Team player: love building and managing durable relations.
- Door opener: not afraid to step in new adventures
- Results oriented and good business closing skills
- Entrepreneurial spirit and can-do mentality
- Good communicator both spoken and written
- Self-motivated and determined to be successful in this role

This role is a vendor position with a strong collaboration with the Microsoft Partner team and allowing strong personal growth in a professional result driven organization.

Please contact lucvdv@microsoft.com for more info or for sending your CV.