



# Channel Account Manager

## Job Description

Date: July 2017

---

Confidential

The information contained herein is the property of Mobacar and may not be copied, used or disclosed in whole or part except with prior permission of Mobacar.

---

## **ABOUT MOBACAR**

Mobacar is an advanced Travel Technology and Artificial Intelligence company. Our approach to analytics at the core makes this a unique opportunity for the right person to work on some of the innovative and forward-thinking technology in the industry.

Mobacar uses Artificial Intelligence to gain a deep cognitive understanding of customers, predict their specific mobility needs and fulfil this through our global ground transportation network in real time.

Each customer now gets the most relevant transportation option, at the most appropriate price delivered through a personalised booking experience across all customer touch points and devices.

This enables our partners to retail at a customer level driving increased bookings, revenue, customer retention and overall commercial performance.

## **POSITION OVERVIEW**

The Channel Account Manager wins, maintains, and expands relationships with assigned channel partners. The Channel Account Manager is expected to become conversant with Mobacar products as the core focus is driving deeper penetration of Mobacar products within the established client base. The Channel Account Manager is responsible for achieving sales, profitability, and partner recruitment objectives.

The Channel Manager reports to the CEO.

## **JOB RESPONSIBILITIES**

- Establishes productive, professional relationships with key personnel in assigned partner accounts.
- Coordinates the involvement of company personnel, including technical delivery, support, service, and management resources, in order to meet partner performance objectives and partners' expectations.

- Meets assigned targets for profitable sales volume and strategic objectives in assigned partner accounts.
- Proactively leads a joint partner planning process (i.e. joint business plan) that develops mutual performance objectives, financial targets, and critical milestones associated with a productive partner relationship.
- Proactively assesses, clarifies, and validates partner needs on an ongoing basis.
- Manages potential channel conflict with other firm sales channels by fostering excellent communication internally and externally, and through strict adherence to channel rules of engagement.
- Leads solution development efforts that best address end-user needs, while coordinating the involvement of all necessary company and partner personnel.
- Making sure that channel partners sign Mobacar Licence Agreement and ensures partner compliance with this agreement.
- Drives adoption of company programs among assigned partners.
- Proactively recruits new qualifying partners.

## **ACCOUNTABILITIES AND PERFORMANCE MEASURES**

- Helps set and work to assigned aggressive sales targets in designated partner accounts.
- Meets assigned expectations for profitability.
- Completes partner account plans that meet company standards.
- Maintains high partner satisfaction ratings that meet company standards.
- Completes required training and development objectives within the assigned time frame.

## ORGANISATIONAL ALIGNMENT

- Reports to CEO.
- Working with CEO to manage executive relationships at every level.
- Enlists the support of technical specialists, implementation resources, service resources, revenue management and other sales and management resources as needed.
- Closely coordinates company executive involvement with partner and end-user customer management as appropriate.
- Works closely with Customer Service Representatives to ensure customer satisfaction and problem resolution.
- This position may have direct report staff assigned to support responsibilities within specific partner accounts.

## QUALIFICATIONS

- University degree.
- Technology, Project or Product background with strong commercial awareness to support product positioning and deals.
- Travel Industry knowledge and experience a distinct advantage.
- Minimum five years of channel account management sales experience in a business-to-business sales environment in terms of providing executive level visibility and roadmaps on product evolution/product performance.
- Microsoft Office proficiency
- Excellent interpersonal, written, communication and presentation skills.
- Excellent decision, negotiation and analytical skills.
- Ability to work on own initiative.

## **WORKING CONDITIONS**

- This position requires extensive national & international travel.
- Location Dublin or Killarney.

**APPLICATIONS - to be sent to [careers@mobacar.com](mailto:careers@mobacar.com)**