



Job Description

Job Title: Business Development Manager (Germany) – Account Manager
Reporting to: Country Lead, (Germany)
Location: Homebased (Frankfurt or Munich)

Job Purpose:

To be responsible for increasing revenue in Germany and Austria through the SANS product portfolio, by driving the commercial enterprise account base and developing existing client relationships, identifying and pursuing new critical commercial contracts from prospect to partner in accordance with the SANS brand, values and mission statement.

Main duties and responsibilities:

Client Relationship Management

- Responsible for the management and growth of existing selected Tier 1 customers.
- Operate as a point of contact for assigned accounts.
- To be responsible for customer success and satisfaction, ensuring a first-class customer experience.
- Conduct effective, regular Customer Account Reviews with assigned Tier 1 customers
- Proactively network across commercial enterprise sectors, attending industry specific events when required.

Business Development

- To fully understand the SANS portfolio to generate quality opportunities and to be able to differentiate our offerings against those of our competitors.
- To follow and understand the latest trends and developments in the Cyber Security industry.
- To effectively articulate the SANS business strategy & that of the wider SANS brand.
- To increase year on year revenue across Tier 1 account base in line with agreed targets.
- Responsible for forecasting sales on a monthly basis in line with business CRM processes.
- Represents SANS, translating Cyber Security industry developments into customer driven solutions.

Sales Administration & Process

- To monitor payment of customer invoices ensuring outstanding invoices and debts are settled in a timely manner.
- Support marketing campaigns and SANS events to help deliver revenue growth targets.
- To successfully develop and drive sales plans, using agreed methodologies.
- To embrace and adhere to agreed sales processes and procedures.



Other

- To manage and deliver agreed targets, KPI's and other set objectives.
- To effectively manage the invoicing and aged debt process, ensuring customer invoices are paid in a timely manner.
- To define and develop peer and executive relationships with the wider SANS teams.
- To build and maintain the SANS brand and mission.
- Carry out additional responsibilities as requested by the Management Team.