



Sr. Verizon Business Manager

Job Description

Department:	300 - Sales	Reports To:	Vice President of Sales
Positions Supervised:	This role has no direct reports		
Travel Required:	50%	FLSA Status:	Exempt
Schedule:	TBD	Classification:	Full-Time
Last Revision Date:	3/17/2021	Location:	Oldsmar

Job Summary

This role will serve as the main point of contact and lead business manager for one of VPG’s Key Accounts, Verizon. This position will be based in Oldsmar, FL. Responsible for day to day management of the Verizon corporate account, both direct and teams supporting the indirect network with multiple project-based responsibilities promoting the long-term relationship between the client, VPG, and our partners. This position will aid in maximizing need-based sales opportunities and be the conduit of information to the VPG National Program Manager assigned to Verizon to ensure that all the right products deliver when requested, with a high level of service to the client. This position involves extensive communication within the client’s HQ, regional market management teams, the Verizon corporate indirect channel team, and internal VPG teams supporting HQ and the HQ Verizon team that manages the indirect channel partners. This role also includes daily collaborations with Verizon support team regarding, but not limited to, special project work to allow for rapid communication to internal cross-functional disciplines, such as engineering, operations & sales to support required activities. Complex problem-solving and constant customer communication are also part of the daily responsibilities.

Duties and Responsibilities

The following are duties and responsibilities for the position. Other duties or functions may be performed as assigned.

- Managing VPG’s business and relationships with key personnel at Verizon.
- Manage and maintain all relationships with all Verizon HQ teams and their regional teams that directly and indirectly influence VPG’s business with Verizon.
- Be an Influential leader within VPG.
- Work with VPG’s Verizon support team and the Verizon leadership to clearly understand work requirements to enable thorough execution of requests.
- Work with VP of Sales, Verizon support team and the Verizon leadership to clearly understand work requirements to enable thorough execution of specialized requests.
- Provide a consultative solutions sales process to client as needed, following VPG sales process methodologies as a guide to effectively communicate needs to VPG team.
- Brainstorm and initiate ideas and strategies for maximizing opportunities within the account making recommendations, suggestions, and advising clients on best product offerings.
- Accountability for the success of the Verizon account.
- Provide VP of Sales with sales forecasts updated monthly and detailed information regarding projects to aid in (timelines, parts, kitting, etc). This function would be a result of steady cross-functional coordination with Verizon and VPG.
- Support and implement directed sales methodologies with the client to maximize communication effectiveness.
- Manage account information in VPG’s CRM and in VPG ERP Systems; contacts, project information, quotes, meeting notes, and other information as directed by VP of Sales and Senior Management.

- Serve as a subject matter expert to VPG Account Managers that own the relationships with Verizon indirect / independent retailers. This could require attending various conference calls, meetings and/or helping to facilitate communications that involve these indirect retailers and the corporate indirect team at HQ.
- VIA leadership and cross functional relationships, ensure internal company functions give the highest level of customer service to Verizon account.
- Anticipating key account changes and improvements.
- Attending and contributing to regular meetings with internal stakeholders about key accounts.
- Provide key updates to Verizon Support Team and other key stakeholders within VPG.
- Take a proactive approach to account management.
- Arranging meetings with all relevant decision makers and influencers within the Verizon account.
- Hold quarterly business reviews to assess opportunities for sales with client on site or virtual meetings.
- Helping the Verizon VPG support team in resolving key client issues and complaints with a sense of urgency, collaboration and cooperation. Balance the voice of the customer with the abilities of VPG.

Facilitate internal process when negotiating contracts with the client and establishing a timeline of performance with the VP of Sales or other Senior Leadership.

- Monitor contract compliance and report updates to VP of Sales and other senior leadership.
- Planning and presenting reports on account progress, goals, and quarterly initiatives to share with team members, stakeholders, and possible use in future case studies or company training.
- Help run business by analyzing client data to provide customer relationship management.
- Demonstrates deep understanding of the marketplace, customer's business models and objectives, competitors, while articulating product offerings.
- Be an established leader to the VPG sales team, actively sharing successes and best practices when needed. Transferring lessons learned to the team to support the collaborative nature of the VPG sales growth team.
- Professionally be able to balance the clients needs with the needs of Vanguard, enabling VPG to provide the highest level of service without compromise.
- Willingness to learn and grow through various training programs conducted internally and externally at VPG.
- Travel to Verizon HQ in NJ multiple times per month. Travel to regional office and periodically travel to various locations in field including Verizon partner offices, store visits, conferences and trainings.

Knowledge and Technical Skill Requirements

To perform this job successfully, an individual should have the following knowledge and skills:

- Passion for client service and ability to build client relationships.
- Work with a sense of urgency
- Strong listener.
- Strong EI (Emotional Intelligence).
- Strong persuasive communication skills.
- Proven ability to perform situational analysis and demonstrated ability to solve problems.
- Strong knowledge and demonstrated success in multi-platform sales.
- Ability to work well as an individual and on a team.
- Strong organizational skills.
- Must have excellent written and verbal communication skills.
- Highly organized and detail-oriented with ability to prioritize.
- Expected to lead and facilitate meetings.
- Professional demeanor.

Education and/or Experience

- Bachelor's Degree in Marketing, Business, or a related field preferred and two to five years of experience in customer service, sales support, and/or sales-related experience.
- Previous experience managing national accounts for a similar company.
- Strong experience in working with cross-functional teams on enterprise accounts.
- Project management experience required.
- Wireless retail or retail demo security experience preferred.

Certificates, Licenses, Registrations

This position does not require certificates, licenses, or registrations.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position may require extended periods of standing, sitting, as well as some repetitive movements and repetitive lifting of minimal weight. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

The work environment has a normal level of office sound. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Travel

Travel may be a requirement of this position, less than 50% of hours worked.

Supervisory Responsibilities

No direct supervisory responsibilities

Vanguard Protex Global is a drug-free workplace.

Employee Name

Employee Signature

Date