

Rectron Job Specification

Microsoft Commercial Manager



Job Title: Microsoft Commercial Manager
Reports to: Elaine Wang – Cloud and Software Solutions Director
Department: Cloud/Software
Branch: Midrand

Approved By: Elaine Wang

Job Holder:

Signature: _____

Signature: _____

Date: _____

Date: _____

Job Purpose

The role of the Microsoft commercial manager is to grow the Microsoft commercial business at Rectron. The manager will oversee the team, as well as actively work with vendor, resellers and end customers to grow the business.

Currently, the Microsoft team is focused on driving the CSP program as the most important priority. The growth of this will come from active partner recruit and ensuring that all recruited partners are transacting frequently.

Job Dimensions

Business Planning & Plan Execution

- Work with the team to develop business plans that will see to growth of the business in profitability, reach and market share
- Plan in conjunction with Rectron's marketing department as well as the RCT-Cloud team marketing specialist
- Ensure that plans are executed on time and within budget
- Work with the marketing specialist to report back on all executed activities – we need to understand what worked, didn't work and the ROI on all activities
- Work with Rectron's executive team to drive Rectron's strategic priorities
- Analyze data to understand what is happening in the business such that you can work on business development plans to drive the business
- Prepare budgets for the business, and track progress against set objectives

Targets & Reviews

- Ensure that all set targets are met across the team's objectives
- Prepare for regular reviews with manager and/or vendor
- Report back monthly to the Rectron executive team on the progress of the business

Team

- Work with the team, ensuring smooth operations (this will include both sales and operations processes)
- Oversee the team's pipeline, such that the team have enough coverage on pipeline to meet targets.
- Meet regularly with team members as well as other departments within Rectron
- Ensure that the team has met all training requirements to effectively perform in their roles within Microsoft
- Assist the Rectron finance team with information required for payment collection and queries

Rectron Job Specification

Microsoft Commercial Manager



Engage with Rectron's Teams

- Engage with Rectron's broader teams (including, but not limited to sales, operations, B2B and branches) to identify and manage opportunities

Reseller Management

- Actively manage Rectron's strategic accounts for the cloud/software division, driving the business all up
- Oversee the recruit of new resellers, with a specific focus on cloud services
- Maintain a good understanding of reseller priorities so that you will be able to position relevant solutions to their businesses
- Work with resellers to create joint plans that will drive the success of Rectron's business
- Ensure that all activities and engagements with resellers are documented on Rectron's CRM system
- Keep track of the sales pipeline on the Rectron CRM system
- Actively manage the renewal and recurring pipeline, cross/upselling to cloud solutions as a priority
- Call down on the Rectron reseller base to recruit new resellers
- Set clear and realistic expectations with resellers on service delivery

Solution Sales Across Rectron's stack

- Maintain a strong level of knowledge across Rectron's entire solution stack so that you will be able to position a strong hardware/software solution as required
- Pull in relevant product managers and sales people as necessary

Training & Events

- Attend training events as necessary
- Provide training to the internal teams, as well as resellers regularly
- Work with the marketing and sales teams to plan events

Vendor Management

- Meet with the vendor regularly, ensuring that we are building full solutions that we can take to market
- Report back to vendor as required. This might include monthly/quarterly business reviews, as well as ad-hoc meetings with the vendor
- Keep up to date with the vendor roadmap, highlighting any key updates that might impact Rectron's business back to the executive team timeously

Administrative

- Monthly/weekly updating of Rectron's pricelists
- Work with the financial director to manage rate of exchange as required
- Ensure product listings on the cloud portal are correct
- Regularly review Rectron's systems to ensure a clean stock file
- Complete the licensing and CSP sales reports monthly
- Ensure that customers are set up correctly on Rectron portals

Core Competencies

The ability to:

- Communicate politely and effectively across internal and external stakeholders
- Manage time
- Learn
- Stay organised
- Work under pressure
- Work independently, as well as with a team
- Self-manage
- Build solutions that address the needs of Rectron's reseller base
- Analyse numbers

Key Performance Indicators

- Targets
 - Ensure that Rectron's set targets are met across profitability, reach and any additional strategic objectives
 - Ensure that Rectron achieves targets as set up by the vendor
 - Maximize on additional rebate opportunities based on vendor incentives
- Business Development Activities
 - Drive strategic business development activities to the Rectron reseller base, as well as end customers as necessary
 - Align with marketing to ensure that activities are executed on time, and within budget
 - Report back on ROI on any activities run
- Reporting
 - Report back on the business to the Rectron executive team on a monthly basis
 - Report back to manager regularly on any team issues
 - Report on the team pipeline on a monthly basis

Education/Qualification, Skills and Experience

Education/Qualification

- Minimum: Matric
- Bachelor of Commerce an advantage, with a focus on strategic business management

Experience (experience required for the job)

- 5+ years' experience in a software/cloud solution selling environment
- Product management experience an advantage
- Experience in a technical sales role an advantage

Character

- Tenacious and does not give up easily
- Proactive
- Methodical
- Organised
- Works well in a high-pressure environment
- Natural communicator
- Flexible
- Logical

Relationships
<p><u>Internal</u></p> <ul style="list-style-type: none">▪ RCT cloud team▪ Leadership team▪ Marketing team <p><u>External</u></p> <ul style="list-style-type: none">▪ Vendors▪ Suppliers
Training & Exams
<p><u>Mandatory</u></p> <ul style="list-style-type: none">▪ Microsoft Get Licensing Ready – Expert▪ Microsoft 365 Fundamentals▪ Azure Fundamentals <p><u>Recommended</u></p> <ul style="list-style-type: none">▪ Time Management▪ GIBs Managing for Results
Review Schedule
<ul style="list-style-type: none">▪ Bi-annual full performance appraisal