

Director of Renewal Sales

Full Time – Bozeman, MT

As a leader in NGS analysis software, Golden Helix continues to grow globally, and we are looking for talented individuals to join our team and help support these efforts. We are seeking an experienced, highly motivated Director of Renewals to be a part of our growing, Bozeman, MT based organization. This leadership position is responsible for the overall success of the Renewals Department by managing a renewal process that drives both customer retention and delight.

The Director of Renewals will own, drive, and lead the renewals process in collaboration with the Sales and Field Application Scientist Teams to preserve and enhance customer contracts and extend relationships. This includes driving the renewal strategy, customer communication, identifying expansion opportunities, and conducting the renewal sales cycle from start to finish.

PRIORITY RESPONSIBILITIES

- Identify customer needs, uncover issues, and demonstrate strong account management and commercial abilities to drive renewal events to timely closure and continued customer success
- Expert pipeline management and consistent and reliable delivery of quota targets
- Proactively partner with Sales and Customer Success on top risks and red accounts and share in a monthly meeting cadence with Sales and Customer Success leadership within the territory
- Tight collaboration with Field Application Scientist team to ensure high renewal rates
- Collaboration with sales team to ensure upsell opportunities are identified as early as possible to capitalize on opportunities as they present themselves in our customer base
- Participate in weekly forecast meetings accurate sales reports and forecasts for weekly review with the Sales, Marketing, and Support Team
- Develop playbooks for renewal engagement and strategies to maximize revenue retention
- Provide executive management with complete visibility to global renewal trends and key events, and communicate risk clearly
- Proactively contact customers to maximize software usage and uncover upsell opportunities and referrals
- Work closely with the support and training staff to ensure that customers' technical questions are resolved
- Learn and adhere to GHI's documented sales processes, utilizing complex selling techniques
- Provide excellent service in all customer and prospect interactions
- Other sales tasks as assigned

QUALIFICATIONS

- 5+ years of demonstrated success in a Sales leadership role, preferably in a technical Business-to-Business environment
- Excellent financial acumen, process and policy management skills
- Strong customer management skills and excellent negotiation skills
- Ability to manage, analyze and track data for a sophisticated and often complex renewal cycle
- Ability to work in a fast-paced environment and effectively prioritize and delegate
- Strong oral and written communication skills

- The ability to convey complex technical solutions to a sophisticated customer base
- The ability and desire to acquire genetics and statistics domain knowledge
- Organized, self-motivated and results driven
- Experience juggling multiple priorities

INTERESTED?

If you are interested in a challenging and rewarding position with an exciting company, please send your resume and letter of interest to personnel@goldenhelix.com.