

Sales & Relationship Manager

Role Definition & KPIs:

The Sales & Relationship Manager role requires one to wear a double hat. Assuming both the role of Sales Manager and Relationship Manager.

As Relationship Manager, you are the single point of entry to TENco's benefits for each member you are responsible for.

As Sales Manager, your mission is to drive revenue growth through network expansion both on the B2B side of our business (bringing new partners) and on the B2C side (bringing in new members).

As Relationship Manager, your role is to manage the relationship with our members, but not to execute their requests. You will delegate such requests to our back office team. But you will have to assume the success or failure of each experience/service delivered to your members. Even if the mistakes are made by someone outside of the company, in the eyes of the members, you will still be responsible for it.

Your two main KPIs will be members' satisfaction and members' understanding and usage of their membership benefits.

As Sales Manager, your main KPIs are network expansion/monetization and new members onboarded per year.

Duties:

- Constant proactivity on all fronts
- Be the single point of entry to the TENco world for the members you are responsible of
- 24/7 availability
- Constantly make sure the members are aware and reminded of the value of each benefits
- Constantly try to deepen your knowledge of your members' tastes and aspirations
- Be in charge of writing and sending your members' Quarterly Luxury Journal
- Strengthening the relationships with members and brands
- Contributing to network expansion, both B2B and B2C
- Pitching to, and acquiring, new members
- Developing new partnerships
- Exploring new business opportunities
- Managing our back-office team and helping them improve their productivity and efficiency
- Contributing to maintain a healthy work environment and culture at TENco