Member Sales and Engagement Manager, EMEA  
Location: Western Europe or London UK

About TM Forum  
TM Forum is a global association of over 850-member companies that generate US$2 trillion in revenue and serve five billion customers across 180 countries. We drive collaboration and collective problem-solving to maximize the business success of communication and digital service providers and their ecosystem of suppliers around the world. Today, our focus is on supporting members as they navigate their unique digital transformation journeys, providing practical and proven assets and tools to accelerate execution and platforms to facilitate collaborative problem solving and innovation. You can learn more at [www.tmforum.org](http://www.tmforum.org).

Our vision is to drive the next wave of digital business growth – the digitization of every industry – by providing a common innovation platform to connect businesses, industries, and ecosystems. We do this in a highly practical and agile way through collaboration programs and communities which lead to rapid prototypes – ranging from digital business models to interconnectivity APIs – that have real world commercial applications. Complementing our collaboration programs, the Forum provides thought-provoking digital business research and publications, industry best practices and standards along with training programs to accelerate adoption, and events and workshops which connect top business & IT leaders to learn, network, and develop meaningful partnerships.

Diversity & Inclusion at TM Forum  
TM Forum is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state, or local laws.

This is a full-time, remote-working position, but some international travel may be required post pandemic with work flexible hours needed to accommodate team calls in different time zones. Our people are unique and many of our staff work flexibly in many different ways. Please talk to us at interview about the flexibility you need. We can’t promise to give you exactly what you want, but we do promise not to judge you for asking.

This is a full-time (40-hour week), permanent home-based position but must be able to work from the London office space (post pandemic) a couple days per week. The person appointed will work usual office hours and must be available during those hours on a TM Forum Teams account.

Some international travel will be required post pandemic.

Strong new business acumen together with account planning and management skills are essential as well as disciplined use of sales management tools including Salesforce and data reporting tools.

Specific Responsibilities:

- Contribute to the growth of the Forum by meeting or exceeding assigned new membership business revenue targets plus existing member renewals, and support the sales of TM Forum products and programs (training, coaching, tools, conformance, certifications, etc.)
- Build a strong pipeline of qualified prospects, using networking tools and industry knowledge
- Build and broaden solid relationships throughout member organizations across functions through effective communication – leveraging existing relationships to foster new ones to drive increased member engagement with the Forum and achieve retention targets
- Develop and maintain an excellent understanding of the Forum’s products and services.
- Contribute to the product road map through continuous feedback to product and marketing.
- Raise awareness throughout members and prospect members of the value of the work the Forum is carrying out and encourage collaboration, support and advocacy.
- Raise the profile of the TM Forum through active participation in relevant 3rd party industry conferences and other trade associations (virtual or in person post-pandemic)
- Work closely with senior sales leadership to identify new revenue opportunities, set and manage revenue targets and support other members of the sales team as necessary
- Working closely with our Program Management, Marketing and Sales Enablement functions to ensure that the voice of the customer is clearly heard and reflected in our value propositions, marketing positioning and collateral
- Lead by example using the discipline, tools and techniques mandated for the team and consistent with sales high performance best practices - create and maintain accurate and comprehensive records of opportunities ensuring that the company is able to more accurately forecast sales performance
- Work closely with the leadership team to drive productive relationships with the executives in our member companies
- Use your substantial knowledge of the industry to demonstrate credibility as a trusted advisor with strong consultative selling skills.
- Stay abreast of industry trends that present new challenges to our members and new opportunities for the TM Forum.

Skill Requirements:

- BS in Business or related field and/or relevant business experience
- 5+ years of successful account management and sales of hardware, software or services in the telecommunications industry
- Must be results oriented, structured, convey a sense of urgency and able to press for closure
- A customer focused individual; able to understand customer needs and develop and implement creative solutions to maximize growth and new business development
- Excellent working knowledge of Microsoft Word, Excel, and PowerPoint
- Strong computer skills and ability to use other in-house support and reporting tools
- Adaptability and fast learner
- Highly resilient, self- motivated and driven individual
- Strong interpersonal, communication and organizational skills
- Positive, proactive, and collaborative team player with ability to work with colleagues in an open, friendly manner across multiple time zones and cultures
- Strong account planning and management skills are essential as well as disciplined use of sales management tools including Salesforce and data reporting tools (e.g. Power BI)
For immediate consideration, please forward resume with salary requirement to recruit@tmforum.org

An Equal Opportunity Employer

TM Forum does not accept resumes from unauthorized agencies and search firms. Resumes submitted on this site by unauthorized third parties will not be considered for posted positions and are not eligible for any compensation. All third-party agents and search firms must have an approved contract with TM Forum in order to submit resumes on behalf of candidates.