Member Engagement Manager  
Bi-lingual (English + at least 1 regional dialect)  
Location: SE Asia (Singapore, Bangkok or Malaysia)

Introduction to TM Forum
We are an alliance of 850+ global companies working together to break down technology and cultural barriers between digital service providers, technology suppliers, consultancies, and systems integrators.

Our work is defined by our members, which include 10 of the world’s top 10 network and communications providers and stretch across 180 countries. Our members tap into each other’s collective experiences and abilities to collaboratively solve complex industry-wide challenges, deploy new services and create technology breakthroughs to accelerate change.

We help communications service providers (CSPs) and their suppliers to digitally transform and thrive in the digital era. We do this by providing an open, collaborative environment and practical support which enables CSPs and suppliers to rapidly transform their business operations, IT systems, and ecosystems to capitalize on the opportunities presented in a rapidly evolving digital world. You can learn more at www.tmforum.org.

Diversity & Inclusion at TM Forum
TM Forum is an Equal Opportunity Employer that does not discriminate based on 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.

Summary: The role will be a home-based, permanent position depending on the location. The person appointed will work usual office hours 5 days per week and must be available during those hours on a TM Forum Teams account.

Some international travel will be required.

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

Specific Responsibilities:

- Meet or exceed the revenue targets for sales of new memberships, existing member renewals, and support the sales of TM Forum services and programs (training, coaching, tools, conformance, certifications, etc.)
- Support the Global Sponsorship & Exhibition Sales Team and Research & Media Sales Team to unlock opportunities in a set of regional accounts
- Build a strong pipeline of qualified prospects, using your personal network and industry knowledge
- Manage renewal and engagement across named members. Responsible for all the Salesforce, processes, and report management.
- Broaden and deepen relationships with existing members through effective communications including in-person meetings, calls, and well-selected use of marketing collateral.
• Raise the profile of the TM Forum through active participation in relevant 3rd party industry conferences and other trade associations
• Work closely with regional team and 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
• Create and maintain accurate and comprehensive records of opportunities ensuring that the company can forecast volume and timing of revenues more accurately
• 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
• Be familiar with the digital economy, telecom industry working experience will be a plus
• 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
• Ability to learn quickly
• Strong interpersonal, communication, and organizational skills
• Proven track record of success in sales and meeting targets
• Strong sales process with good working knowledge of Salesforce
• Ability to work with colleagues across multiple time zones and cultures
• Self-disciplined, able to work independently with high productivity.
• Strong account planning and management skills are essential as well as disciplined use of sales management tools including Salesforce, PowerBI, and data reporting tools

For immediate consideration, please forward resume with salary requirement
For more information, please view our website at www.tmforum.org
An Equal Opportunity Employer

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