**Membership Engagement Manager**  
**Location: UK, Europe**

**Introduction to TM Forum**  
TM Forum is an association of over 700+ member companies, which include all 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](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.

**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 set of regional accounts
- Build a strong pipeline of qualified prospects
- 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 teams & Engagement Managers where needed.
- 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 is able to more accurately forecast volume and timing of revenues
- Build knowledge of the industry to become a trusted advisor
- Stay abreast of industry trends that present new challenges to our members and new opportunities for the TM Forum
Experience and Requirements:

- An interest in telecoms and a desire to learn
- Being familiar with digital economy, telecom industry working experience will be a plus
- Previous account management and sales experience
- 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 solutions for our members
- Excellent working knowledge of Microsoft Word, Excel and PowerPoint
- Computer skills and ability to use other in-house support and reporting tools
- Ability to learn quickly
- Strong interpersonal, communication and organizational skills
- Strong sales process with knowledge of Salesforce
- Ability to work with colleagues across multiple time zones and cultures
- Self-disciplined, able to work independently with high productivity
- Ability to learn sales planning as well as uses of sales tools including Salesforce, PowerBI and data reporting tools

For immediate consideration, please email your resume to recruit@tmforum.org.

An Equal Opportunity Employer

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