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

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.

Role Overview
This role is responsible for the administration of all sales-related activities and for ensuring members receive an exemplary level of service.

You will proactively monitor and ensure high levels of quality, accuracy, and process consistency in the sales organization by maintaining a close relationship with the Sales, Legal, and Finance team.

Job Specification:
• Manage generic corporate inboxes and member complaints.
• Various ongoing reports to the VP of Sales.
• Contribution to development of existing member and commercial services processes and introduction of new initiatives.
• Contribution towards review and development of database.
• Work closely with catalyst team to ensure timely execution of contracts and delivery.

Experience and Qualifications:
• 5+ years of administrative experience in membership organizations/association.
• Ability to work and communicate with finance regarding performance towards revenue and sales targets.
• Excellent quantitative analysis skills required.
• Outstanding working knowledge of Microsoft Word, Excel, and PowerPoint.
• Strong and proven ability to use other in-house support and reporting tools.
• Ability to learn quickly and grow with changes in the role.
• Strong interpersonal, communication and organizational skills.
• Multi-years of Salesforce working experience and firm understanding of the sales process.
• Ability to work with colleagues across multiple time zones and cultures and departments.
• Proven ability to lead and / or contribute to change projects within Sales Operation Support.
• Desire to link across to others in Sales Support to realize synergies and achieve consistency in terms of Member and colleagues experience.

To apply
To apply for this position, please send your Curriculum Vitae, and a supporting letter explaining why you are the right person for the job, to recruit@tmforum.org

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.