



# CHANNEL SUCCESS MANAGER (US)

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**Location:** Home based (US East Coast location preferred)

**Job Type:** Full-time, contractor

**Basic Salary Range:** \$45,000-\$55,000

**Commission Circa:** \$15,000-\$20,000 (subject to CSAT and revenue growth within defined channels/territory)

**Reports to:** Regional Sales Manager (US)

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## Job Summary

Due to 30% year on year growth, Akixi is expanding in the USA and we expect this trend to continue as we develop our analytics SaaS platform in existing and new markets.

As a Channel Success Manager you will work closely with some of Akixi's key channel partners (aggregators, ASPs and resellers) to retain high levels of customer satisfaction, protect existing revenues and create an environment for growth in line with the company strategy.

You will work in close alignment with the Regional Sales Manager for the US and Canada.

The Channel Success Manager position is a self-employed, consulting contractor role.

## What Will the Successful Candidate Be Like?

With previous experience managing channel partners in a similar environment, you will be a motivated individual with a high level of intellectual curiosity and a desire to learn and develop your career in a growing company and fast-paced industry.

A team player and an excellent communicator, you have the ability to quickly grasp and understand customer and channel business challenges and can demonstrate outstanding follow-up skills.

## About Akixi

Akixi is a fast-growing award-winning and profitable company providing comprehensive call and contact analytics solutions.

Our cloud-based real-time reporting software supports cloud communications of both unified communications and contact center agents, and is delivered through our network of 500+ IT and telecoms partners around the world. We are a channel-only led business and have over 5,000 active customer sites globally.

Akixi is part of the Cisco Partner Ecosystem and a member of the Cisco Solution Partner Program.

[www.akixi.com](http://www.akixi.com)

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## How to Apply

Email Jacquie Griffey at [personnel@akixi.com](mailto:personnel@akixi.com) with your CV and a covering letter stating why you want the role.

## Key Responsibilities and Core Objectives

- Be the face of Akixi in support of the Regional Sales Manager (US).
- Own relationships with your channels as a trusted advisor.
- Help your customers to realise the ROI from Akixi solutions.
- Be a dedicated point of contact for onboarding, enablement, demonstrations, product training, non-technical support questions and channel satisfaction (CSAT).
- Be an Akixi product expert, delivering training, workshops and webinars for your channels.
- Report to Regional Sales Manager (US) with a dotted line to Global Head of Sales who will provide coaching and mentoring.
- Part of a team of BDMs/CSMs.
- Solicit and synthesize customer product feedback to contribute to product development.
- Develop your career path within Akixi as we continue to grow.

## What We Offer

- Competitive compensation dependent on experience.
- Base salary, commission and company bonus (subject to performance).
- Basic salary range: \$45,000-\$55,000.
- Commission circa: \$15,000-\$20,000 (subject to CSAT and revenue growth within your defined channels/territory).
- Company bonus: dependent on company performance.
- Collaborative, transparent and fun working environment.
- Home-based, great work/life balance in the way that suits company and you best.

## Qualifications and Experience – Essential

- At least two years' experience managing channel partners / B2B account management at a SaaS, analytics, telecommunications, or technology company.
- Exemplary written and verbal communication skills.
- Unparalleled follow-up skills. Channels have the impression that you listen and understand their problems.
- Strong interpersonal skills; the ability to communicate and work well with co-workers and customers.
- Strong organizational and time management skills.
- Demonstrable decision-making, problem resolution and creative thinking skills.
- You're known for being a team player.
- High level of intellectual curiosity. You see opportunity and growth in learning more about what you do and how it impacts others.
- You want to learn and develop your career.

## Qualifications and Experience – Preferred

- B2B sales and/or sales engineering experience is a plus.
- General understanding of call center/contact center environments and their reporting requirements.
- General understanding and/or previous experience of working with business-grade VoIP and unified communications solutions.
- Prior experience using Akixi's call reporting and analytics software.
- Bachelor's degree or equivalent experience.

## Agencies

Recruitment agencies and other recruitment product providers who are registered on our Preferred Suppliers List and have agreements with Akixi Limited will be the only agencies and recruitment service providers we will use.

Please do not forward speculative CVs to Akixi Limited or its employees without prior authorisation. Akixi will not pay any fees related to candidates that have been introduced by suppliers not on our approved list.