

Renewal Specialist - English Speaking (Cairo)

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Company: DocuSign

Location: Egypt

Category: office-and-administrative-support

Company Overview DocuSign brings agreements to life. Over 1.5 million customers and more than a billion people in over 180 countries use DocuSign solutions to accelerate the process of doing business and simplify people's lives. With intelligent agreement management, DocuSign unleashes business-critical data that is trapped inside of documents. Until now, these were disconnected from business systems of record, costing businesses time, money, and opportunity. Using DocuSign's Intelligent Agreement Management platform, companies can create, commit, and manage agreements with solutions created by the #1 company in e-signature and contract lifecycle management (CLM). **What you'll do** The DocuSign Renewal Specialist (RS) is a high impact position, responsible for owning and executing a portfolio of renewal contracts in an assigned territory. The ideal Renewal Specialist is an experienced professional with a full understanding of the SaaS contracting space. They will resolve a wide range of issues in creative ways. They are responsible for minimizing financial attrition, locking in favorable terms with our clients, identifying growth and providing insights to the business that improve future outcomes. Renewal Managers are responsible for ensuring maximum financial results for DocuSign while strengthening partnerships with existing customers. This position is an individual contributor role reporting to a Manager, Renewal Management. **Responsibility Own and implement win/win negotiation strategies for a high quantity of renewals that enhance contract value while protecting and improving customer trust Increase account growth by playing a role on the account team, helping to identify incremental opportunities upon contract renewal Maintain and update a rolling forecast of your territory and communicate any renewal risk to internal resources in order to develop**

resolution strategies Collaborate with internal resources such as Account Executives, Customer Success, Pricing, Legal, Revenue Operations and Product Management to develop strategies for upcoming renewals Work on problems of diverse scope where analysis of data requires evaluation of identifiable factors Follow and adhere to best practices for all internal processes including, Opportunity Management, Data Quality & Accuracy, CRM Hygiene, Quotes and Forecasting Achieve financial and strategic revenue, bookings and billings targets Evaluate your portfolio to prioritize time to render the most favorable outcomes Leverage customer data and behavior to assess the health of each renewal Job Designation Remote: Employee is not required to be in or near an office frequently and works from a designated remote work location for the majority of the time. Positions at DocuSign are assigned a job designation of either In Office, Hybrid or Remote and are specific to the role/job. Preferred job designations are not guaranteed when changing positions within DocuSign. DocuSign reserves the right to change a position's job designation depending on business needs and as permitted by local law. What you bring Basic 2+ years of experience within Renewal Management, Account Management or Customer Success Bachelor's degree Fluent in English for daily working with international markets Preferred 2+ years of experience within Renewal Management, Account Management or Customer Success, ideally within SaaS offerings Strong negotiation skills with experience driving contracts to completion on time Ability to demonstrate a strategic mindset to enable persuasive value conversations with customers at an executive level Experience in quota carrying sales role with proven achievement Strong process management, financial acumen, and contractual engineering skills Ability to react and adapt to potential rapid shifts in priorities Strong level of urgency, organization, and prioritization skills Ability to project-manage the renewal cycle, pulling in necessary resources Life at DocuSign Working here DocuSign is committed to building trust and making the world more agreeable for our employees, customers and the communities in which we live and work. You can count on us to listen, be honest, and try our best to do what's right, every day. At DocuSign, everything is equal. We each have a responsibility to ensure every team member has an equal opportunity to succeed, to be heard, to exchange ideas openly, to build lasting relationships, and to do the work of their life. Best of all, you will be able to feel deep pride in the work you do, because your contribution helps us make the world better than we found it. And for that, you'll be loved by us, our customers, and the world in which we live. Accommodation DocuSign provides reasonable accommodations for qualified individuals with disabilities in job application procedures. If you

need such an accommodation, including an accommodation to properly use our online system, you may contact us at accommodations@docusign.com. If you experience any technical difficulties or issues during the application process, or with our interview tools, please get in touch with us at taops@docusign.com for assistance. Applicant and Candidate Privacy Notice #LI-DSEMEA #LI-VT1

Basic 2+ years of experience within Renewal Management, Account Management or Customer Success Bachelor's degree Fluent in English for daily working with international markets Preferred 2+ years of experience within Renewal Management, Account Management or Customer Success, ideally within SaaS offerings Strong negotiation skills with experience driving contracts to completion on time Ability to demonstrate a strategic mindset to enable persuasive value conversations with customers at an executive level Experience in quota carrying sales role with proven achievement Strong process management, financial acumen, and contractual engineering skills Ability to react and adapt to potential rapid shifts in priorities Strong level of urgency, organization, and prioritization skills Ability to project-manage the renewal cycle, pulling in necessary resources

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billings targets Evaluate your portfolio to prioritize time to render the most favorable outcomes
Leverage customer data and behavior to assess the health of each renewal

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