

SaaS Renewals Administrator

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Company: SugarCRM

Location: Romania

Category: other-general

About SugarCRM Thank you for taking a look at this career opportunity! This is a direct employment position available only in Romania. If you feel you are a fit, please apply by uploading your CV in English. Thank you!

From the very beginning, SugarCRM had a unique vision: to offer a different kind of Customer Relationship Management (CRM). We pioneered the first commercial open-source CRM platform, and now, more than two decades later, are on a mission to provide products and services that make the hard things easier for sales, marketing and customer service teams. In fact, we help mid-market businesses around the globe reach new levels of performance and predictability by letting our award-winning CRM platform do the work. Our diverse group of worldwide employees are united and driven by a shared passion for our mission, culture, and . We treat our employees like humans not line items and are building a culture where your work at Sugar helps fuel personal, professional and business growth – check out our recent ‘ that we are so proud of. Work/life fit and flexibility for our team matters and together we pride ourselves on solving for our customers, always. What’s more, we are a Remote 1st organization, which means we empower everyone to do their best work from home, on the road, or anywhere in between. If you’re ready to grow your career and help organizations grow better and faster, you’ve come to the right place. Find out more about our and how you can become a part of our journey. The SaaS Renewals Administrator is responsible for managing the end-to-end process of subscription renewals, from notification to negotiation and processing. This role requires a blend of customer service, sales acumen, and administrative skills to ensure that customers are

engaged, informed, and satisfied through the renewal process. The ideal candidate will have a keen attention to detail, excellent communication skills, and a proactive approach to problem-solving.

Key Responsibilities:

Renewal Management: Oversee the subscription renewal process, ensuring timely renewals and accurate invoicing. Monitor subscription expiration dates and initiate the renewal process well in advance.

Customer /Partner Engagement: Actively engage with customers and Partners prior to renewal dates to confirm their intent to renew, address any concerns, and answer questions regarding subscription terms.

Data Management: Maintain accurate and up-to-date records of customer accounts, renewal dates, and statuses within the company's CRM system.

Issue Resolution: Identify and resolve any issues that may impede the renewal process, including discrepancies in billing, service interruptions, or customer dissatisfaction.

Reporting: Generate reports on renewal rates, churn, and other key performance indicators (KPIs) for management. Use data to identify trends and areas for improvement in the renewal process.

Cross-functional Collaboration: Work closely with customer success, sales, and finance teams to ensure a seamless renewal experience for customers. Communicate any customer feedback or concerns that may require cross-functional attention.

Retention Strategies: Collaborate with the customer success team to implement retention strategies for at-risk accounts. Identify upsell and cross-sell opportunities during the renewal process.

Contract Management: Ensure that all renewal contracts are accurate, reflect agreed-upon terms, and are processed efficiently. Liaise with legal as needed for contract modifications or negotiations.

Skills & Qualifications:

1-2 years previous experience in customer service, sales, or an administrative role within a SaaS company is highly desirable.

Strong organizational skills and attention to detail.

Excellent communication and interpersonal skills, with the ability to engage effectively with customers and internal teams.

Proficiency in CRM software and Microsoft Office Suite.

Ability to manage multiple priorities and work under tight deadlines.

A proactive approach to problem-solving and a strong customer-focused mindset.

Excellent English language skills

Nice to have: Good German and/or French and/or Spanish language skills

We understand that no candidate is perfectly qualified for any job. Experience comes in different forms; many skills are transferable; and passion goes a long way. Even more important than your resume is a clear demonstration of dedication, impact, and the ability to thrive in a fluid and collaborative environment. We want you to learn new things in this role, and we encourage you to apply if your experience is close to what we're looking for. We also know that diversity of background and thought makes for better problem solving and more creative thinking, which is why we're dedicated to adding new perspectives to the team.

Benefits and Perks Beyond a stellar work environment, friendly people, and inspiring work, we have some sweet benefits and perks:- Private medical insurance including basic check-ups, hospitalization, and vital care- Vision exam and discounted glasses every year- Meal tickets 40 RON/working day- Gift tickets 300 RON/ Easter & Christmas- Cultural tickets 200 RON/month- Health & Wellness reimbursement- Professional development reimbursement program- Educational Resources - Career & Personal Development Program- Travel discounts- Birthday day off- Extra days off when public holidays fall on weekend days- Annual Teambuilding- We are a merit-based company with many opportunities to learn, excel and grow your career!#LI-Remote

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