

## **KnowBe4 Renewals Specialist – Woking**

### **Summary/ Main purpose**

- Responsible for the underlying process, distribution, and forecasting of all Barracuda subscription renewal business at Nuvias.
- Adhering to company policy and working to the company ISO Quality Management system (9001 certification) and company security management system (27001 certification) and BSI standards at all times.

### **Duties & Responsibilities**

- Maintain and organise Barracuda renewal database.
- Produce support renewal quotations for resellers, go direct to resellers for feedback and information.
- Follow quotes through to sales order and maintain an accurate sales forecast.
- Maintain an accurate sales forecast (if applicable)
- Effectively process quotes and sales orders through CRM system.
- Liaise closely with Barracuda Support Renewals teams.
- Responsible for maintaining own and any absentee work colleague's customer enquiries and e-mails.
- Support sales team and product support team when required.
- Assist with customer queries and issues.
- Assist sales Support team members to ensure all work is completed within satisfactory timescales when required.
- Adhering to company policy and working to the Company Quality Management system at all times.
- Provide cover during absence / holiday for Barracuda Product Support Administrators.

Closing Date: 24<sup>th</sup> March 2023