

The Position

Renewal Specialist

Why this role is so important

Sonatype is a fast-growing VC-backed software start-up, innovating on how businesses build their trusted software supply chains. As a subscription-based business, our success hinges largely on our ability to renew and expand existing customer accounts. Fortunately our customers trust Sonatype and value our software solutions, as demonstrated by our 90%+ renewal rate -- one of the highest renewal rates in the software subscription business. As we grow, we must ensure we maintain and even increase this rate.

About the Position

We are looking for passionate, reliable, and highly competent Renewal Specialists. This position might be particularly compelling for you if you're early in your career, are a contracts/accounting specialist looking for a change, or are looking for a path to a customer-facing career.

You will be accountable for proactively working through to on-time completion, a specified set of renewing software subscriptions worldwide. To do this well, you will need to work with Account Executives, Customer Success Engineers, Accounting Managers, and our systems, including Salesforce.com, which will help you monitor contract renewal terms and engage with customers to determine the best approach to retaining and even expanding the Sonatype footprint.

And since there can be hiccups along the way, you will need to tap into your seasoned judgment in non-routine renewal situations with the goal of ensuring customer success, while maintaining subscription integrity and profitability.

What you'll do:

- Efficiently close a set of renewals and related expansions, working closely with Account Executives, Customer Success Engineers, and Accounting Managers
- Review customer renewal information, usage data, and subscription history to ensure mutual agreement on the appropriate renewal options for the customer
- Proactively identify forthcoming renewals, connecting with the customer well-before the expiration date to ensure on-time execution of renewals
- Educate customers on relevant subscription options based on their current and future product and service goals, uncovering new opportunities and processing accordingly
- Ensure a complete understanding of Sonatype's renewal process and the customers' process in order to avoid renewal surprises and/or delays
- Maintain an up-to-date understanding of Sonatype's solutions, value proposition, packaging and pricing options
- Provide feedback to the appropriate teams on customer concerns, product issues, process improvements, etc.
- Coordinate the preparation of renewal quotes and ordering documents and ensuring their mutual execution and processing per Sonatype's policies and procedures
- Recognize and help unsatisfied customers by working with the appropriate Sonatype teams to help improve their situation

- Help ensure customers are SUCCESSFUL and DELIGHTED with Sonatype products and services, not merely satisfied

Important Skills and Experience

Successful Renewal Specialists will be comfortable with:

- High-volumes of activity, managing multiple priorities and competing demands, while maintaining focus on the primary goal
- Discussing contract compliance, expansions, and product pricing with customers
- Working with customers world-wide, which may entail occasional conversations at odd-hours
- Ensuring customers execute and process the appropriate ordering paperwork accurately and on-time
- Maintaining accurate renewal information in Salesforce.com
- Replying to customer and internal inquiries in a timely and professional manner via email, phone, video chat, text, etc.
- Developing positive co-worker and customer relationships under stressful and demanding conditions
- Working additional hours during times of critical volume
- Learning about the modern software development lifecycle and associated technologies and processes
- Participating in special projects as needed

About Sonatype

Today, developers rely on millions of third party and open source building blocks — known as components -- to build up to 90% of a typical application. These components are downloaded from the Internet, without controls, allowing components with known security vulnerabilities and/or licensing risks to be built in to newly developed software. And unlike a manufacturing supply chain, these components are not tracked throughout their lifecycle for update or recall. Sonatype uniquely identifies all components and integrates data about known security, license and quality risks into the tools developers use every day, so risky components can be easily avoided and defects repaired early in the development process. Policy automation, ongoing monitoring and proactive alerts makes it easy to have full visibility and control of components throughout the software supply chain so that applications start secure and remain that way over time. Want to learn more? Get started [here](#), take a [tour](#) or take a look at our [resources](#) to see what may interest you.

Sonatype is privately held with investments from New Enterprise Associates (NEA), Accel Partners, Bay Partners, Hummer Winblad Venture Partners and Morgenthaler Ventures.