

### About Veeya

Our passion is enabling, empowering and encouraging people who love to help others by simplifying how organizations receive and leverage technology. We are a Managed Service Provider (MSP) focused on helping innovative organizations by providing well-designed cloud infrastructure, scalable and secure user and device services, safe and reliable Internet connectivity, secure and connected campus infrastructure and wireless networks, dependable and modern Voice over IP (VoIP).

### Primary Job Responsibilities

The Technical Relationship Manager has three core strategic responsibilities:

#### 1. Protect Customer Relationships

- a. *Grow relationships with specific accounts ensuring each person we serve experiences interactions that produce high-impact, value, high retention, and a sense of comfort*
  - i. Communicate promptly, honestly, and thoroughly
  - ii. Advocate on behalf of the customer to provide solutions and urgency to issues/requests
  - iii. Utilize Key Performance Indicators (KPIs) and relevant reporting to illustrate the performance of Veeya's services
  - iv. *Partner with the Services Delivery Manager to ensure new services are implemented properly*
  - v. *Partner with the Customer Success Manager to ensure that the customer success team is properly equipped to effectively support the customer*
- b. Protect Veeya's best interest when molding customer relationships
  - i. Commit only to services and support that Veeya can properly execute
  - ii. Strive to maintain standards across all services
  - iii. Align the customer relationship in a way that benefits both parties and not letting the customer dictate how Veeya provides services

#### 2. Propel Customers to Higher Productivity Through Veeya Services

- a. *Earn the right to recommend potential new solutions by actively listening and learning about the challenges that negatively impact each customers' overall productivity*
- b. *Continue to work with legacy customers to ensure each organization has a right-sized commitment to the other*
- c. Take a proactive stance in learning about customers' future plans to ensure Veeya Services are poised to support increased capacities or new features
- d. Connect customers with the appropriate team members to provide crisp business requirements; and, hold Services accountable to meet requirements
- e. Play a key stakeholder role in determining the Veeya Services Roadmap based on collective input from customers and peers.

#### 3. Prospect New Customer Relationships

- a. *Reach Total Customers Served goals by strategically connecting with key stakeholders of target audience organizations and earning the privilege of serving them*
- b. Build relationship foundations by listening to needs and pursuing a genuine care and understanding of the client and business
- c. Transition into the Protect and Propel responsibilities. Repeat.

This position is strategic to the organization. The individual in this role must master the process of helping team members and customers work together. The following responsibilities are provided to further clarify the day-to-day tasks:

- Be the trustworthy “Primary Point of Contact (PPOC)” for specific named accounts.
- Have thorough understanding of Veeya’s Services; to be able to provide professional, technical, and trustworthy recommendations. Very strong troubleshooting skills.
- Ensure that the accounts understand their invoices and are billed correctly for the services they receive.
- Strong feeling of ownership. Regardless of who “owns” each Service, this person will do what it takes (within the boundaries of our Service Standards) to ensure our customers have a fantastic experience.
- Work with Customer Success and Services teams to continuously improve the experience customers have during the onboarding process and after.

#### **Required Skills and Abilities**

- Proficient at listening to understand
- Pursuer of better ways to communicate, clarify, document, schedule
- Patient and compassionate toward customers
- Understands effective ways of holding people accountable
- Must be willing to ‘fight’ for customers in winsome ways
- Proven ability and passion for building trustworthy relationships
- Must feel comfortable interacting with all levels of customers’ team (e.g., principals/headmasters/business owners, office managers/managers, leaders/teachers/faculty)
- Natural problem-solving abilities, both strategic (identifying new problems to solve) and tactical (strong technical troubleshooting skills)
- Excellent discernment regarding how and when communications need to happen – and with whom (right content, right audience, right time)
- Aware of potential problems and desire to proactively address the problem
- Technical enough to earn right to influence technical priorities, confident enough to make professional recommendations