

Renewals Manager

Collective Data is seeking a driven, self-motivated individual to bring structure and accountability to our renewal process as we scale our growing client base. With 300+ clients and over \$7M in ARR, you will be the boots-on-the-ground operator who brings order to chaos through disciplined execution and proactive account management. You will manage renewals end-to-end, identify renewal risks, and build repeatable processes to ensure no customer or opportunity falls through the cracks. The ideal candidate excels in fast-moving, imperfect environments, navigates messy data with confidence, leads candid conversations with customers about value and pricing, keeps leadership informed with minimal oversight, and owns results, not just tasks.

Responsibilities:

Daily Renewal Execution:

- Manage active renewal pipeline from initial outreach through signed contract
- Conduct renewal calls and negotiations with customers 60-90 days before expiration
- Track every account through renewal stages, ensuring nothing slips through cracks
- Follow up on outstanding quotes, purchase orders, and procurement requirements
- Escalate at-risk accounts to leadership with specific recommendations
- Update CRM daily with informed renewal forecasts and account status

Account Monitoring & Early Intervention:

- Review customer health signals weekly (usage data, support tickets, engagement metrics)
- Proactively reach out to customers showing warning signs 90+ days before renewal
- Coordinate with account management and support when accounts need attention
- Document customer concerns and relay product/service issues to appropriate teams
- Maintain detailed notes on customer sentiment, stakeholder changes, and risk factors

Process Implementation & Consistency:

- Execute renewal playbooks provided by leadership across all customer segments
- Use standardized email templates, call scripts, and negotiation frameworks
- Maintain renewal calendar ensuring no customer is contacted too late
- Generate weekly renewal forecast reports for leadership review

- Track discount approvals and ensure pricing consistency within guidelines
- Complete win/loss documentation for every renewal outcome

Required Experience

- 3-5 years in SaaS account management, renewals, or customer success with quota responsibility
- Track record of hitting renewal targets in fast-paced, scrappy environments
- Comfortable with ambiguity and building your own structure when none exists
- Strong follow-through and organizational skills, nothing falls through the cracks on your watch
- Proficiency with CRM systems and basic data analysis in Excel/Google Sheets
- Experience navigating customer procurement processes and contract negotiations

What This Role Is NOT

- You won't be designing the overall strategy or building new systems from scratch
- You won't have direct reports or manage a team
- You won't own the customer success function or product feedback loops
- You won't be making pricing strategy or major policy decisions

What This Role IS

- You're the quarterback who executes the plays called by leadership
- You're in the trenches daily, talking to customers and moving deals forward
- You're the detail-oriented operator who ensures nothing gets missed
- You're the eyes and ears reporting what's actually happening in renewal conversations
- You're building habits and discipline into a process that currently has none

Key Metrics You'll Own

- Monthly renewal rate and churn
- Renewal forecast accuracy
- Time-to-close on renewals
- Discount percentage and pricing consistency
- Multi-year conversion rate

Who is Collective Data?

Collective Data is a leading provider of Fleet Management and Asset Management software for both the public and private sectors. Our mission is to empower organizations with intelligent software solutions that help streamline operations, reduce costs, and improve efficiency.

Why Join Us?

At Collective Data, we value innovation, collaboration, and the personal growth of our employees. We offer a competitive salary and benefits package, flexible work arrangements, and an environment where your input is valued and encouraged.



Interested in making a difference with Collective Data? Please submit your resume and cover letter detailing your relevant experience to careers@collectivedata.com

Collective Data is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, or protected veteran status and will not be discriminated against on the basis of disability.

