



**Position:** Contract renewals specialist - 1 year contract  
**Business Unit:** Adobe Business Catalyst  
**Location:** Bucharest

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Send your resume to: [hr-romania@adobe.com](mailto:hr-romania@adobe.com)

### Adobe – An Award-Winning Employer

Adobe believes in hiring the very best and that's why we are an award-winning top 100 employer. Recognizing that employees are at the core of our success, Adobe recruits and retains highly qualified and motivated individuals, creates an environment where they can innovate and achieve their best, and rewards them for their performance by giving them an opportunity to share in the company's success. Adobe is consistently ranked as one of [FORTUNE magazine's "100 Best Companies to Work For."](#)

### About Adobe's Business Catalyst Unit

[Business Catalyst](#) is an online business platform, empowering web and creative pros to build online businesses for their customers. Business Catalyst combines web hosting, analytics, content management, CRM, web marketing and other features in natural ways for the business owner to use. Using the Business Catalyst unified platform and without back-end coding, our customers can build everything from amazing websites to powerful online stores, beautiful brochure-ware sites to lead generation mini-sites. The Business Catalyst website, the main marketing and lead generation tool that we have, is one perfect example of business built on top.

### Position Summary

As a Contract Renewals Specialist you will be part of a team that is responsible with supervising the large volume of BC service contracts, reducing the customer churn and increasing the number of renewals. In this role you will report into the Sales and Partner Network Manager.

### Main Responsibilities:

Ensure that all partner contracts are renewed on a timely basis by initiating, preparing and completing renewal proposals. Interface with Partners and/or Partner managers to explain each renewal and provide adequate information. Notify of any additions / cancellations for Third Party Maintenance providers and spares.

- Providing assistance and coordination support to Partner Managers as well as direct to partners

- Maintenance of high renewal rates through ensuring client satisfaction
- Generate leads for value-added services and additional planning and marketing solutions.
- Independently managing and preparing service contract proposals for partners. Ensure proposals are sent timely.
- Maintain accurate business forecasts. Provide regular reports on progress to management.
- Act as first point of contact on contract and invoicing related questions.
- Maintain information required for measurement systems.
- Discuss and explain contractual obligations to clients, working together with the Partner manager and Legal.
- Provide and maintain accurate records and documentation on all transactions and contracts

### Requirements:

- Knowledge of database management, administration and reporting, excellent mathematical and spelling skills
- Strong Communication Skills
- Experience in contract and pricing negotiation
- Strong English skills and very articulated
- Experience with web projects and pre-sales in IT related field
- Detail Oriented, Proactive, energetic, professional self-starter with excellent organizational, communication and interpersonal skills, and the ability to work effectively in cross-functional teams.

### About Adobe's Digital Media Business Unit

Adobe solutions meet the needs of a diverse customer base that spans from consumer to enterprise. Adobe's Digital Media Business Unit's charter is to be the leading provider of tools and services that allow individuals, small businesses and enterprises to create, publish, promote and monetize their content—anywhere.

Key priorities for the BU include expanding our leadership in content authoring through innovation on computing devices and in touch tools; establishing ourselves as the clear leader in design and interactivity by increasing our presence in HTML5 and driving focused innovation with Flash; providing end to end solutions for content publishers that help them publish content through the web and app stores; and enabling them to monetize this content through integrated ad management solutions.

### Adobe Overview

Adobe (NASDAQ: ADBE) changes the world through digital experiences. For more than two decades, Adobe has been at the heart of making engaging experiences happen, and we fuel the content creation and delivery ecosystem in a way no other technology company can.

Whether it's a smartphone or tablet app, a game, a video, a digital magazine, a website, or an online experience, chances are that it was touched by Adobe technology. Our digital media and digital marketing tools and services enable customers to create groundbreaking digital content, deploy it across media and devices, and then continually measure and optimize it based on user data. By providing complete solutions that combine digital media creation with data-driven marketing, we help businesses improve their communications, strengthen their brands, and ultimately achieve greater business success.

Adobe has been a pioneer and innovator throughout its history and is recognized as one of the Top 100 Best Global Brands according to Interbrand.

### Adobe at a Glance

<b>Headquarters:</b>	San Jose, CA
<b>Founded:</b>	1982
<b>IPO Date:</b>	1986
<b>Employees:</b>	9,700+
<b>Offices:</b>	75+ offices worldwide
<b>Fiscal 2011 revenue:</b>	\$4.22 billion
<b>Fiscal 2010 revenue:</b>	\$3.80 billion
<b>Fiscal 2009 revenue:</b>	\$2.95 billion
<b>Business units:</b>	Digital Media, Digital Marketing, and Print and Publishing

### Other Info

Life@Adobe Blog

<https://blogs.adobe.com/adobelife/>

Adobe Corporate Social Responsibility

<http://www.adobe.com/corporateresponsibility/>

Adobe Culture and Benefits

<http://www.adobe.com/aboutadobe/careeropp/cultureandbenefits.html>

Adobe Investor Relations

<http://www.adobe.com/aboutadobe/invrelations>

Adobe Executive Bios

<http://www.adobe.com/aboutadobe/pressroom/executivebios>

Adobe Career Opportunities

<http://www.adobe.com/careers>