**Contract Analyst**

Reports to: Director of Sales & Operations

Summary:

Responsible for the preparation of all contracts that involve the company’s Managed Print Services (MPS) client base, including examination and revision with documented comments and recommendations.

Duties/Tasks:

* Collect and document data regarding MPS/CPP
* Respond in timely manner to client inquiries and/or requests
* Maintain detailed and organized records
* Collect data regarding MPS contract client’s/prospect’s printing fleets.
* Use data to determine proper toner for proposal and blended costs per page by pool as well as proper allowances.
* Assist with leasing options and prepare lease documents.
* Create winning proposals for clients/prospects by developing and articulate compelling value propositions describing the customer benefits by role (i.e. Finance, IT) of the CPP program in terms of consistency and control, improved services, managing costs and managing compliance, including detailed floor plans, usage trends and cost analysis. Explain price plans and services.
* Create compelling before and after TCO comparisons to help demonstrate CPP program value.
* Improve customer costs and service by analyzing and evaluating current printing trends, needs and usage.
* Deliver solution offerings and make printer optimization recommendations.
* Provide implementation plan for new CPP program for clients and agreement documents.
* Set up contracts in MacsTrac and Excel.
* Request quarterly printer meter reads from service and enter in MacsTrac and Excel as well as leasing software, if applicable. Enter/import reads from C6 if networked printers.
* Bill contracts monthly and true up usage quarterly.
* Provide customers with billing support or breakouts depending on their requirements.
* Manage contract and lease expiration dates and renewals. Facilitate buyouts of leased equipment for customers.
* Create quarterly reviews to report crucial data back to customers. Analyze meter reads and usage for equipment and make suggestions for recommended changes.
* Participate in necessary client meetings to review performance and discuss key activities
* Maintain networked printers for Automated Toner Replenishment System.
* Manage business and client expectations, and proactively engage the necessary business units to make sure contractual obligations are being met.
* Update preferred printer cartridges in MacsTrac for each contract.

Qualifications/Skills:

Math Skills with the Ability to Create and Read Charts and Graphs

Detailed Oriented

Strong Analytical and Presentation Skills

Aptitude of MS Office

Exceptional Customer Service

Ability to Work Independently on Assigned Projects

Problem Solving Skills

Disclaimer:

This job description may be changed to include new responsibilities and tasks or change existing ones as management deems necessary.