



ACCOUNT MANAGER

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Erkenningsnummer
VG. 1690/BO B-AB10.018.

We are searching for a Account Management for a global and fast-growing EHS company. The Account Manager maintains and expands relationships with important large customers. Assigned to several existing customers, he/she is responsible for achieving sales figures and assigned account objectives, such as retention and growth. He/she represents the entire range of company products and services to assigned customers, while leading the customer account planning cycle and ensuring customers' needs and expectations are met.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES:

- Work with your managed customers to understand their unique goals and business processes as well as provide knowledge of Company solutions and services to the customer; uncover roadblocks, and deliver strong customer guidance
- On-boarding clients. Responsible for the on-boarding of enterprise clients to the company services. Develop and execute client success plans and strategies. Facilitate the communication between the Client and Company's support Services (Customer Success, Expert Support Services, etc.).
- Manage and own contract renewals and add endums. Own and negotiate contract renewals and add endums. Create demand and continuously seek out opportunities to upsell and cross-sell Company's products. Provide visibility on the opportunities pipeline and forecasted revenue.
- Maintain a perspective of the long term goals and objectives of our customers overtime, and how to help them get there using Comapny services
- Develop a concrete knowledge of Company solutions and services to stay ahead of changes and systems upgrades
- Work with crossfunctional teams to improve customer's acquisition, retention and proactive notification/communication
- Meet assigned targets for strategic objectives in assigned customers
- Proactively assess, clarify, and validate customer needs on an ongoing basis
- Participate in Tradeshows and Conferences

SKILLS AND EXPERIENCE

- 5-7years of experience managing international customers in a business-to-business environment
- Understanding of the EHS world is a plus
- Superior interpersonal skills in a team environment





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- Demonstrated ability to communicate, present and influence credibly and effectively at all levels of the organization, including executive and C-level
- Well established the organization, multitasking, and prioritization skills
- Demonstrated initiative and resourcefulness
- Strong attention to detail
- Able to work independently and as part of a team.
- Able to identify when escalate to management is necessary

