

**Client Executive**

**Regio: DACH**

**Contract onbepaalde duur**

**Our story**

At Alight, we believe a company's success starts with its people. It's why we're so driven to connect passion with purpose. Our team's expertise in human insights and cloud technology, allows companies and employees around the world to transform and thrive.

With a competitive total rewards package, continuing education and training and tremendous potential with a growing global organization, Alight is the perfect place to put your passion to work.

The best strategy to grow our business are satisfied customers. The Client Executive Team is the first point of contact to ensure this. The focus of the role is to foster a great collaboration internally and externally around the client priorities.

The Client Executive handles the relationship with a selected amount of customers and is responsible for the end-to-end revenue realization, renewal and expansion (upsell, cross-sell). As strategic sparrings partner of the customer regarding value creation, he/she creates the conditions for sales growth,. All internal service streams are orchestrated in this role to create customer success. Delivering the scope of services in high quality builds the trust of trust, which will be the foundation for further business. Yet, the Client Executive acts as sparrings partner to the customer in terms of value creation and value propositioning. This is especially true, as all of our customers face some kind of digital HR transformation journey. The Client Executive Team shares best practices, innovations, new service offerings, etc. to support our customers in achieving what their expectations were from their HR IT projects in Payroll and beyond.

As such, the Client Executive is the “ambassador of the customer” internally and acts at the crossroads with multiple internal teams: Solution Architects, Sales, Advisory, etc.

## **Responsibilities**

- The Account Executive is the relationship owner for the client globally representing the One Alight portfolio at a C-Level in the account
- Sufficient experience and presence to be able to build relationships and credibly interact with the CHRO, CFO CIO and other C level executives in the account
- Serve as a strategic partner/trusted advisor, understanding client needs and digital marketing dynamics to identify how client business goals can best be met and exceeded, and showcasing creative-thinking to establish long-term client trust
- The individual has a solid background in either HR Cloud, HR IS, . Payroll technology and services
- Collaborates with Sales, Solutions Architects and other Subject Matter Experts. Strong networking are beneficial
- Proactively communicates across all Account departments
- Lead high-level discussions at the corporate level of the Account
- Develops new solutions and brings in other resources such as Solutions Architects to fine tune these, organize demos, and assist with scope management
- Collaborates with internal resources (Finance, etc.) to plan at account level pricing strategy, analytics, business review prep & presentation
- Ensures client satisfaction through product adoption and renewal, and continuously monitors ongoing client satisfaction throughout all phases in the sales cycle

- Provide timely and accurate forecasts and reports to inform management's strategic decision-making

## **Qualifications, Skills and Experience**

- Bachelor's degree preferred
- 5-8+ years professional sales-related or consulting experience
- Excels in the areas of client management and proactivity
- Highly analytical approach to defining client outcomes and ability to articulating value
- Ability to inspire the team and excite the organization to rally behind the strategy
- Proven ability to create energy and focus in highly matrixed team
- Travel Expectation 10 – 25% of the time to support meetings with clients

At Alight our mission is to make HR work better. We help organizations worldwide pioneer digital HR, master payroll, ensure compliance, unlock workforce data, and deliver best-in-class HR operations. As a result, HR leaders can create better employee experiences, save money, and transform their organizations. We enable our clients to become better employers by designing, deploying, maintaining and operating HR as a service. Our HR business process services cover workforce management, time and attendance, local and global payroll, talent administration, and people analytics. Alight has been a leading provider of HR solutions for over 40 years. We are recognized as a driver of innovation in HR by leading market observers. Our 5,000 staff in 35 countries administer and reward 3 million employees in over 100 countries. We have strategic alliances with HCM technology leaders including SAP, SuccessFactors, Workday and Oracle. What sets us apart is The Alight Advantage. It is a unique combination of deep HR experience

and insight, advanced technology platforms and applications, and a global portfolio of flexible service delivery options.