

**Account Manager/Service Delivery Manager**

**Location: Brussels & Home work**

**Permanent contract**

**Role**

The Global Service Delivery Manager (Functional / Technical focus ) manages Accounts globally and is responsible to provide services with the highest quality and guarantee its continuity as prescribed in the client contract. Is responsible for ensuring the proper delivery of the service and to maintain and develop relationships between the business unit and any internal or external stakeholder at all times, working collaboratively alongside the Account Leadership, Service Delivery teams, Sales and any other involved teams to deliver end-to-end of the management of all service components on the contract scope.

The Global Service Delivery Manager is responsible for the customer relationship in the areas of direct responsibility (regionally or globally, based on the specific account needs and assignments).

Maintains functional/technical high-level knowledge of the specific areas of expertise and more specifically maintains the networking contacts to gather the necessary information to provides contractual and leadership advice regarding its application. Is accountable for client reporting tasks, billing and financial results in the area of responsibility.

**Responsibilities**

- Responsible of the e2e management of all contractual service components on the contract scope, functionally and or / technically.
- Creates a confident and collaborative environment, removes organizational barriers to performance, uses tools to document and monitor.
- Ensures an in-depth knowledge of the contract's T&Cs, shares it with all relevant parties internally to enable and ensure correct management, execution and quality in implementation. Through strong knowledge of the contract, SDM will ensure driving revenue increase.

- Responsible for operating cost targets, Proactive Root Cause Analysis (RCA's), SLA's, and reporting on services. Works to ensure that quality SLA data is provided via the reporting tools to our client (hrX Assist, SNOW and Business Object or any other defined tool) as part of the Governance Performance Reviews.
- Responsible for cSAT and Cash Collection (Billing Processes) .
- Supports Security Initiatives and will support accountable teams in any possible Security Incident. Is responsible for sharing the final Security RCA with the client along with the AD and based in the information created and shared by the Security and Delivery Teams for the Global issues, and ensures country ones are properly addressed.
- Supports the AD in remediation Accounts, by working with the remediation team (when required) and other involved teams and pushing / aligning on the management of the plans driving to an earliest solution.
- Accountable for sign-off of smooth Go-Lives, 3 months of Hyper care and conditional go-live actions.
- Works with key operational stakeholder within the Delivery Organization to ensure service delivery conforms to Service Levels, consolidating the performance in the account and establishing where it does or doesn't meet SLA requirements.
- ongoing management of client governance model, internally and externally, including execution.
- Acts as escalation point internally and for the customer within the region(s) / area of scope, including if proceed with respect to billing and Change Management / CRM, etc.

## **Profile**

- Belgium citizen as Belgian clearance is required to work for Public Sector clients
- Experience as an Account Manager, Service Delivery Manager or relevant role
- Experience in Human Resources services and solutions
- Experience delivering client-focused solutions to customer needs
- Excellent listening, negotiation and presentation abilities
- Strong verbal and written communication skills
- French and Dutch fluent, proficient spoken and written English

- Balanced awareness of technology change and upcoming innovation
- Mobility. Short-term travel might be required
- Belgian Operations and Processes specific knowledge required
- You can synthesize and have a good capacity for analysis.
- You have a sense of responsibility and confidentiality.
- Excellent written and spoken Dutch, English and French.
- Solution-oriented, flexible and proactive mindset, diplomatic and tactful under pressure.

**Package**

- Group insurance
- Health insurance - DKV
- Cell phone
- Company car
- Meal cheques
- Personal development possibilities
- Beautiful work environment

**Are you interested in this challenge? Contact us [info@abc-recruitment.be](mailto:info@abc-recruitment.be)**