

**Portfolio Director**

**Location: Belgium**

**Permanent contract**

### **Role**

The Portfolio Director Belgium is part of the Belgium Management Team and accountable to achieve and overachieve the revenues and margin targets, deliver strong management of the scope of services, foster a great collaboration internally and externally around the client priorities and achieve high level of customer satisfaction for the assigned accounts.

The Accounts Leader is responsible for the end-to-end revenue realization, retention and expansion, create conditions for sales growth, and renewal of the integrated account. The focus is both achieving the current fiscal objectives but also building the backlog for future periods. The Portfolio Director cultivates relationships within account leads to unlock customer value, make sure delivers according to contractual agreements, identify opportunities to enhance client product engagement and generates demand within accounts for bundled solutions that demonstrate our "The company" advantage for the entire portfolio (Benefits, Payroll, Cloud, and Consumer Experience). The individual will work closely with assigned Sales and Solution Architects on new sales opportunities.

The Accounts Leader is responsible to manage closely the scope services for the customer and support ongoing services and projects delivery across the various service locations, domains and platforms. The Accounts Leader ensures timely execution of ongoing client deliverables in close collaboration with delivery functions as well as developing solutions to complex problems/projects across multiple domains and services.

The individual will maintain overall accountability for all the company scope of services and serve as a client escalation point on all matters related to commercials, customer satisfaction, domains, delivery, installation, solution adoption, and product renewal. The Portfolio Director will have overall business performance accountability for their portfolio of clients and will be expected to closely partner with Delivery and Sales on strategic planning, client satisfaction, relationship health, contractual adherence, revenue retention and exceeding in-year revenue targets.

## **Responsibilities**

### **Domain expertise**

The individual has a solid background in either HR or Payroll technology and services and will become a generalist in the entire portfolio.

The Portfolio Director is the relationship owner for the client globally representing the One portfolio, and therefore able to represent the full company's portfolio at a C-Level in the account, not just the current scope of service.

Collaborates with Sales, Solutions Architects and other Subject Matter Experts to share market insights. This network is utilized to ensure we are bringing the latest insights to the sales process and product solutions.

Commercial process

Retains clients, maintains sustainable relationships, and understands all of our competitors

Ability to generate client demand for company product solutions and expansion of the company services by demonstrating thorough understanding of client needs

Creates and executes account mapping and account renewal, retention, and strategic plan

Identifies key success measures for solutions within account and then manages to the plan

Leverages strategic customer relationships to deliver revenues realization and expansion across multiple end locations

Proactively communicates successes, opportunities, and account direction across all Account departments

Lead high-level discussions at the corporate level of the Account

Develops expansion scope of solution set and brings in other resources such as Solutions Architects to help expand client understanding, conduct demos, and assist with scope management

Collaborates with internal resources (Finance, etc.) to plan at account level pricing strategy, analytics, business review prep & presentation

Demonstrates strong upselling aptitude to secure product adoption, renegotiate Key Performance Indicators, and secure incremental budgets that align with client objectives and drive client growth

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

#### Client Relationship Management

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

Develop full understanding of the company product suite, features, contractual items, and differentiating traits to manage the current scope of the services vs what has been contracted; display comfort in speaking to the company offerings and confidence in accurately identifying product and feature sets that will meet and surpass client needs and performance goals

Prioritize client engagement with an emphasis on maximizing revenue growth and efficiency, uncovering high potential opportunity, and implementing client retention strategies to minimize churn, while achieving client business goals and objectives

Develop collaborative relationships with internal commercial and operational teams, e.g. Sales/Delivery; display comfort in leading problem-solving discussions that add value to client relationships, solve challenges, and achieve company goals

#### **Qualifications**

Formal education and certification

At least Bachelor's degree

Knowledge and Experience

10+ years professional sales experience

Excels in the areas of client management, forecasting accuracy, process and delivery leadership

Highly analytical approach to defining client outcomes and articulating value

Ability to inspire the team and excite the organization to rally behind the strategy

Maintains strong content knowledge across entire portfolio

Proven ability of working under pressure with resilience and tenacity

Proven ability to be a proactive leader, able to negotiate and convince on highest levels external and internal, key facilitator between the client and the organisation

Proven ability to create energy and focus in highly matrixed team

Fluent Flemish, French and English

Limited travel expectation

**Other:**

- Belgium citizen as Belgian clearance is required to work for Public Sector clients
- Belgian Operations and Processes specific knowledge required

**Are you curious about this opportunity?**

**Contact us by email -> [info@abc-recruitment.be](mailto:info@abc-recruitment.be)**