Key Account Manager

Company

Technicis is the leading professional translation company in France and among the top three in Europe. With 220 employees based in France (Technicis), Belgium (Cogen) and Switzerland (Translation-Probst), in addition to a network of 4,500 highly specialised professional translators around the world, Technicis provides comprehensive language solutions in all sectors, no matter the language combination.

Technicis has experienced uninterrupted growth over the last decade and generated **24 million euros in turnover at end-2015.** As of 2017, the company is **among the top three in Europe**.

To build on this momentum, Technicis is currently looking for a Key Account Manager.

Position:

Working directly under the head of the department, the Key Account Manager will be tasked with building and managing client portfolios from A to Z, from sales to project management. The Key Account Manager's main responsibilities include:

- Building and maintaining strong relationships with clients: managing client relations, providing client support and advising on various projects.
- Identifying and understanding project requirements, providing quotes.
- Coordinating projects: preparing projects, contacting translators, managing budgets and scheduling, delivering projects.
- Ensuring service quality and reporting: adhering to contractual commitments, managing qualitative and quantitative indicators, achieving profit margin objectives.

The Key Account Manager plays a versatile role, from pre-sales to project delivery. Excellent people skills, a client-oriented approach and dedication, combined with a focus on quality, are essential.

Profile:

Candidates should have at least 3 to 5 years' B2B experience in project or account management, ideally working in an international and/or multi-cultural environment.

The ideal candidate should be bright, curious and interested in the technical aspects of the translation industry. An ability to analyse a situation and identify key issues and areas for improvement are essential.

Proficiency in standard desktop applications required. Fluency in both French and English is a must.