



Key Account Manager

Company

Since its creation in 1980, COGEN has focused exclusively on multilingual translation and publishing of technical documentation (installation, operation, maintenance, IFUs) and marketing materials (catalogues, brochures, web sites) for clients in the manufacturing and medical industries in Europe, The United States and Japan.

In 2015, Cogen joined the Technicis Group, one of the top 5 translation firms in Europe. Technicis employs 300 people and works with customers across numerous industries including luxury, aeronautical, automobile, hi-tech, and finance.

To support our in-house teams in [Brussels](#), we are currently recruiting a Key Account Manager

Job and role

Reporting directly to a department manager, you will supervise and manage a portfolio of customers from A to Z, from the initial sales contact through to the implementation of translation projects.

More specifically, you will carry out the tasks below:

- Monitor your customers and build their loyalty: maintain customer relations, provide support and advice for their projects,
- Identify and understand requirements and projects, produce quotes,
- Manage and coordinate projects: prepare projects, find translators, track schedules and budgets, deliver projects.
- Coordinate service quality and provide reporting: enforce contractual commitments, oversee qualitative and quantitative indicators, track margins.

You will have a multi-faceted role, extending from pre-sales to project delivery. You should have excellent interpersonal skills, and be focused on customer culture and results, while also placing considerable emphasis on quality.

Profile

You should have at least three to five years of experience as project or account manager in the B2B services sector, ideally in an international and/or multicultural environment.

You should have a natural sense of curiosity and be interested in the technical side of the translation industry.

You should have excellent knowledge of general office software and speak fluent French and English.

Cogen offers you

A varied job and a comfortable working environment where personal development is encouraged.

Please send your application letter and CV to prod@cogen.com