

**International Account Manager**

Company: Teleperformance Headquarters
Status: Full Time, Employee
Location: Paris, France
Relevant Work Experience: 3 years (experience in the contact service appreciated)

JOB DESCRIPTION

Teleperformance, the global expert in contact center management for more added-value in every customer experience has an immediate opening for an International Account Manager.

General Scope	<p>The International Account manager main role is the customer relationship as a contact point for the client. His/her role will be to Implement new projects consistently across subsidiaries.</p> <p>Based in Paris, in the Corporate “Methods & Operations”, working in the European Business Development Department in collaboration with:</p> <ul style="list-style-type: none"> • Corporate support teams (Methods & Operations, Marketing, Finance, Quality) • Local Subsidiaries worldwide, with main focus on Europe
Responsibilities/ Tasks	<p>Coordinate international projects, set-up and follow up /control production</p> <ul style="list-style-type: none"> • Manage subsidiaries/clients in the set-up phase (development of tools, processes, crash test etc) • Manage subsidiaries/clients in the roll-out phase during the learning curve defined (controlling results, benchmarking, information exchange, etc) • Coordinates concerned teams by the project • Client’s favoured point of contact to improve the comprehension between his needs and our teams • Manages and develops the global activity • Assures the respect of our engagements • In charge of the benchmark between teams and of the constant optimization of the service • Reporting, qualitative and quantitative analysis of the results • Ensure the quality of the performance as well as the consistency across the sites within a program <p>Support the Sales persons:</p> <ul style="list-style-type: none"> • Sustain the responses to RFx • Coordinate, delegate and control the answers done by the subsidiaries • Knowledge centralization and best practices identification, optimization of the global service
Profile/skills	<ul style="list-style-type: none"> • English mother tongue, bilingual or at least fluent in French, 1 additional European language helpful • Negotiation and problem solving skills • Operational Background • Ability to work under pressure and constant change • Effective time management • Excellent communication & teaching skills • Autonomy, creativity, dynamism
Contact Person	<p>Carine Aubert, Senior Business Development Manager : +33 6 08 89 64 99 Email: c.aubert @teleperf.com</p>