



Trizma Smartsourcing is the leading BPTP company with headquarter in Serbia. Trizma is serving over 43 clients around the clock in 17 major international languages and operating through our cost and energy efficient state of art service locations. Our mission is to work closely with our clients in order to discover, develop and deliver services based on integrity and trust. Trizma sustainable guarantees are:

- ✓ More than 12 years of progressive long-term growth
- ✓ Direct access to leading innovative technologies and highly educated talent pool
- ✓ International delivery capabilities already supporting key clients across three continents
- ✓ ISO-9001 certified quality standards of operation in a every single business account
- ✓ Regional proximity and business practices expertise guaranteeing client satisfaction

ACCOUNT DEVELOPMENT SPECIALIST – ENGLISH AND/OR German, French, Italian, Spanish...

Position summary & key areas of responsibility

The Account Development Specialist is responsible for ensuring the renewal of existing service contracts for small/medium-sized customers, after the initial annuity contract sale or as an upselling activity. This role also handles any resulting queries that the customers may have about their existing service offerings and contracts.

If you are motivated by selling high quality products in a dynamic environment and looking to make a name for yourself, this position is your opportunity. Imagine building a relationship with an existing customer and then grow the account based on the additional value we can create by solving their needs with meaningful, world class service offerings.

- Responsible for annuity maintenance services orders for the designated customers as well as for creation and submission of annuity service orders for new services contracts, services contract additions and services contract renewals;
- Provides the highest level of customer service to small accounts; Accountable for the relationship management of assigned customer base and ensures that all customer requirements are identified and met;
- Serves as interface or liaison between the customer and other sales support teams with regards to issues for current customers;
- Responsible for cross-selling solution offerings to current customers and work to maximize revenue and profitability;
- Schedules and conducts regular calls with customers to review pricing and procedures, discuss customer-specific issues, review performance and value, position new solutions;
- Promotes customer confidence, which will lead to long term business relationships;
- Identifies, documents and informs appropriate parties of any account-specific requirements (i.e., billing/invoicing, shipping, etc.); Obtains customer or industry information that assists in responding to customer's needs and requirements;
- Targets existing customers and services local clients within an assigned territory as well as partners with other business units to expand cross-sell opportunities;
- Responds constructively to minimize difficult or negative issues and partners with internal support groups to ensure total customer care;
- Provides advice on rectifying past customer-specific practices that are inefficient and replaces them with best practices for service order management;
- Identifies major competitors in the account and assesses the competitor's products and services to compare their strengths and weaknesses.

Qualifications Education and Experience Requirements:

- High School Degree minimum; University Degree preferable
- 1-3 years of related experience

- Native or near native proficiency in English and/or one of the following languages: German, French, Italian, Spanish...
- Advanced Excel skills (v-lookup, filtering, etc.)
- Excellent verbal and written communication skills
- Ability to work in a fast-paced environment and to multitask
- Expert timing skills and flexibility to work with a diverse team
- Strong relationship management skills and negotiation skills
- Responsible, dedicated and reliable personality
- High degree of self-motivation and ambition
- Not convicted or in a process of conviction

Trizma is offering:

- Long term employment opportunity for best performing candidates
- Performing services for a multinational company
- Dynamic and responsible position
- Chance for a professional and personal development
- Advancement opportunity
- Paid training

Follow the link and apply <http://www.trizma.com/working-at-trizma/>