

International Sales Manager (MT member) at 5C Alliance (Contact Care Center)



Location

Netherlands, oriented at prospects in Europe and the USA

Contact person

R. van Drongelen Jopportunity BV

Company description

Consumer Channel Contact Care Center

5C Alliance is an international Customer Care Center with offshore Contact Centers in South America and the Asian Subcontinent. We specialize in outsourced multilingual 24/7 technical support and customer care in over 15 languages. Our Clients are international technology corporations from North America, Europe and Asia in both the consumer and business market.

We work with clients that truly understand the benefits and potential that outsourcing can bring to their organization. Companies who realize that placing customer care services in the hands of professionals will allow them to lower costs, while increasing pre- and after-sales efficiency and boosting overall customer loyalty.

At 5CA, we take pride in being able to offer a flexible and dedicated customer approach. We strive to continually offer the best possible price to quality ratio. However, we do not believe in sacrificing quality solely in favor of price. Maintaining a high level of quality of service is our number one goal. That way, we provide our customers with truly satisfied customers of their own.

Our business is a people business. Only with the right people are we able to deliver the high quality support our clients require. Our philosophy is to create a stimulating environment for our people in order for them to excel in their work, resulting in the delivery of high quality services to our clients. Training and development of our employees and provision of the latest tools is considered a key to success at 5C Alliance.

For 5C Alliance we are looking for an International Sales Manager (MT Member)

Function Description

You (indirectly) manage a small team of inside sales executives in the lead generation process. You work closely together with the Managing Director in The Netherlands and with the Account Managers, Client Service Managers and Operations Managers in the overseas offices. Your base is The Netherlands (where you will work partly from home and partly from the Dutch office), but

your scope is global, focusing your acquisition efforts mainly on prospects in Europe, the USA and Asia. You typically spend between 15% and 30% of your time abroad.

In your function, you not only have a direct influence on the growth of the company, but together with the other members of the Management Team, you shape the direction in which the company will be further developed, for example by (re)defining (new) product/market combinations.

Position Requirements

Function Objectives

You ensure the successful acquisition of European, North-American and Asian accounts. Your main objective is to generate revenue and profit and to tie clients for the middle and the long term to 5C Alliance. You operate in an efficient and service oriented manner between clients and the managers in the international 5C Alliance organization.

Place in the Organization

You report directly to the Managing Director
You are part of the Management Team
You (indirectly) manage a team of inside sales executives

Skills

- Level of working and thinking: "HBO" level (The Netherlands)
- Commercial skills (presentation, negotiation, acquisition)
- Excellent English language skills (excluding factor)
- A good level of the Dutch language and other languages is an advantage
- Experience in deal making on executive level
- Affinity with technology (in general) and experience in the fast moving consumer goods industry is an advantage
- Sensitive to cultural differences, entrepreneurial, proactive, service-oriented, self-motivated, perseverant, "can do" mentality, able to work independently
- Driving license ("B" category)

You will be trained extensively in the Argentina office of 5C Alliance.

Experience

A minimum of four years experience in the professional services industry ("zakelijke dienstverlening") in a comparable B-to-B function.

Labor conditions

- 40 hour work week
- 8% vacation additional
- Company car
- 24 vacation days per year on the basis of a fulltime contract
- Salary indication: € 60.000-70.000 OTE

If you are interested, please click on the button below.

Assessment and reference checks will be part of the selection procedure.

To determine suitability we request to include a salary indication with your application.

For any questions please contact Rutger van Drongelen on +31- (0)6 - 53 75 75 75.