

TECHNICAL KEY ACCOUNT MANAGER

Belgium (Louvain-la-Neuve) – Contrat: Permanent

To follow a growing market and exciting customer, we are actively looking for a Key Account Manager.

YOUR MISSION

The Key Account Manager (KAM) will play a central role in all interactions and communications with our growing and dynamic customer base. This will encompass various domains such as design, commercial operations, services, manufacturing, supply chain, and industrialization.

S.he will serve as the internal Single Point of Contact (SPOC) within JEMA. The primary role is to act as the interface between customer requests, feedback, market insights, and all JEMA departments. This ensures a cohesive and unified perspective across all aspects of the engagement. Additionally, s.he will take charge of governance for customer interactions, orchestrating a streamlined and effective collaboration.

YOUR ACTIONS

You will work closely with various departments to ensure seamless interactions and provide exceptional service to our valued customers. Your responsibilities include (non-exhaustive):

- **Commercial:** Collaborate with the Commercial Director to review orders, explore potential offers, and update pricing strategies.
- **Technical:** Support projects with updates and changes, offer manufacturing insights, and maintain close contact with Technical Director.
- **Supply Chain:** Coordinate priorities, oversee planning and shipping logistics, and manage repair processes in conjunction with the Operations Director.
- **Quality:** Track non-conformities, manage essential documentation (certificates, manuals, reports), and ensure quality standards under the guidance of the Quality Director.
- **Services:** Oversee installation follow-ups, site operations, and contribute to continuous improvement initiatives in coordination with various internal departments.
- **General Coordination:** Facilitate regular customer meetings, manage governance aspects, and contribute to KPI tracking with support from the CEO and Commercial Director.

Many tasks will necessitate proactive actions, alongside reactive responses to address requests and issues. The objective is to gain deeper insights into customer needs and market dynamics. By understanding challenges, concerns, and trends, we aim to drive the evolution of our products and services. This proactive approach aims to foster a strong and collaborative customer relationship at the highest level.

YOUR PROFILE

- A technical degree (electronic background is a plus)
- Experience in project management or similar cross-functional projects
- Proven customer interaction experience
- 5-10 years of experience in a technical environment (R&D experience not required)
- An inherent curiosity to learn about JEMA's products and customer processes (aiming for a strong understanding, not necessarily expertise)
- Language: German (mandatory), English (mandatory), French (a plus)

The job location is Louvain-la-Neuve (Belgium) but requires probably frequent travels to Germany. A different location could be discussed depending on the profile, with frequent week-long stays in Louvain-la-Neuve.

OUR OFFER

Join a fast-growing company and immerse yourself in an exciting Energy Transition / Sustainability project. Enjoy:

- A dynamic and international work environment that emphasizes collaboration and quality
- A diverse role that offers constant challenges and rewards
- A full-time contract
- A competitive salary (dependent on experience and performance) with additional benefits

This is your chance to make a lasting impact on a forward-looking industry while being part of a supportive and innovative team.

Are you the Technical Key Account Manager we are looking for? If you are, then send your CV to info@jema.be.