

## **Bright Link, a dynamic start-up is looking for a Client Relationship Consultant (M/F)**

*Brussels Office*

### **▣ Bright Link**

Bright Link is a spin-off from the UCL (Université catholique de Louvain) and aims at reconciling company performance with employee well-being. Created in October 2016, we strongly believe that a company or organisation performs better when its human capital is stable, positive, constructive and empowered to achieve ambitious targets, all of which is essential to the strategy and objectives of the organisation.

Consequently, we offer our B2B customers digital solutions that enable to preserve their precious human capital by measuring and mitigating risks. Our client base is made of organizations of various nature and activities (Technology, Insurance, Banks, Consulting, Public Administration, etc.).

### **▣ The role of the Client Relationship Consultant**

The Client Relationship Consultant (CRC) implements our solutions and builds trusting relationships with our B2B customers. We expect him / her to find ways to outperform our competition and maintain our company's positive image.

Excellent communicator and multilingual, the CRC is able to work with sales and marketing teams and build rapport with customers. He / She is also expected to be a strategic thinker with an analytical mind and strong problem-solving skills.

The CRC role is hybrid. On one hand, it is fully embedded along the client experience journey as being the starting point of delivering promised solutions and added-value services. On the other hand, it relies on a well-defined sequence of operational actions that make possible the best experience of our HR analytics solutions.

The CRC reports directly to the CEO with a strong relationship and communication with the Head of Sales.

## ▣ Main duties

- Along with our client's HR department, leading and organizing the "client in-take" meeting that follows the signature of new customers.
- Supporting customers to fill-in all internal requirements associated to our survey implementation. This regards the following areas: Governance, Operations, Communication, Legal, Privacy, Technology.
- Configuring our product digital platform and communication tools to properly on-board new clients.
- Following-up campaign and delivering KSI (Key Survey Indicators) on defined key dates.
- Analysing and following-up any requests appearing in the support mailbox.
- Producing and delivering institutional reporting pack.
- Producing and delivering quarterly newsletter to our customers.
- Along with the Head of Sales, organizing client events to enhance client experience.
- Building and maintaining relationships with clients and key personnel within customer companies, even after campaign is closed.
- Liaising with internal departments (Product, Psychology, Technology) to ensure client needs are fulfilled effectively.

## ▣ Requirements

- Bachelor or master's degree in Applied Economics, Commercial Sciences or Psychology.
- Bilingual Dutch/French with good command of English.
- Strong interest for the domain of organizational psychology, human sciences and "Well-being" at work
- 3 to 5 years' experience working as a client relationship manager or in an operational support function.
- Strong interpersonal skills and an ability to build rapport with customers.
- Strong "client-centric" state of mind.
- Analytical, problem-solving, organised, methodical, precise and rigorous.
- Hardworking with a strong work ethic.
- IT literate: good command of MS Excel, Word and PowerPoint.
- Experience in Project Management.
- Knowledge of applications "Tableau" and "Mailjet" is considered as a strong plus.

## ▣ We offer

- Immediate permanent contract.
- Enthusiastic work challenge in a small and dynamic growing start-up.
- Attractive salary package including company car, lunch tickets, group and hospital insurance.
- Perspective to evolve in a fast-developing company.

## ▣ Contact

- Do you think you fit in?
- Send your motivation and CV to: [obo@brightlink-solutions.com](mailto:obo@brightlink-solutions.com)
- Postal address for material submission:
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