

Client Services Manager

cecoforma (www.cecoforma.com) has over 40 years of experience in the field of event organisation and communications. We primarily serve the EU Institutional market, organising close to 300 events and communications campaigns each year. We are currently hiring for the role of **Client Services Manager**.

Description of the role

Working with the Client Account Manager, you will lead in drafting responses to requests for services for projects related to the organisation of events in Europe and abroad for the European Institutions. Concretely, you will analyse the needs of the project or contract, and develop and budget our approach to deliver the services for events of different sizes, locations in Europe and formats (physical, digital or hybrid).

Main responsibilities

The selected candidate will:

- Review and fully understand the clients' requests for services and detail the services required and desired deliverables, projects goals and outcomes
- Design the initial event concept and develop creative solutions for different event formats and work with delivery teams to detail the approach to physical, digital and hybrid events
- Follow up and negotiate with clients, partners, suppliers and service providers
- Draft written offers to respond to requests for services and budget project deliverables
- Perform administrative and financial follow-up
- Identify scope for growth (service and client diversification) and markets trends
- Support measures to address identified gaps (expertise) and support continual company improvement on structural level
- Encourage a commercial approach and foster a growth mindset

Requirements

The ideal candidate has:

- 2-3 years' experience working in a professional environment, events/communication experience desirable
- *Client/customer orientation* – managing a variety of clients
- *Sales orientation with negotiation skills* - comfortable with numbers and in managing and negotiating suppliers' offers as well as negotiating with the clients
- *Great communication skills* – working in an international team environment
- Comfortable working with *Microsoft Excel*
- *Time management* – ability to work under pressure in a fast paced environment, and to set and meet deadlines
- *Detail-oriented* – reviewing, analysis and digesting different documents (clients' requests, suppliers quotes) as well delivering written technical offers
- Strong *organisational and project management* skills and the ability to prioritise tasks
- Excellent English, spoken and written, any other language(s) would be an asset, particularly French
- Belgium based – regular presence in the Brussels office required

What we offer

- Full time position in a dynamic and multi-cultural working environment
- The chance to work in an agile and growth-oriented organisation

- The opportunity to learn and develop your skills and become industry-certified
- A competitive salary package in line with your experience.
- Start as soon as possible

To apply, please send your CV and to barbara.dopchie@cecoforma.com with 'Client Services Manager' in the subject line.