



Sales Excellence Delivery Manager

BRUXELLES

External Description

SALES EXCELLENCE DELIVERY MANAGER

Goal

bpost is always on the move. We create an environment for our people with challenging projects, inspiring collaborations and the latest technologies, with interesting job opportunities and training programs for every employee.

Within this context, we are looking for a Sales Excellence Delivery Manager to make a significant contribution in improving the effectiveness and efficiency of the sales force.

Mission

The main duties of the Sales Excellence team : drawing up management reports on the commercial activities, support the monthly performance review process, provide input to forecast and budget iterations on a quarterly basis, drive the bottom-up exercise on an annual basis and roll out target setting. The team analyzes the evolution of our volumes, the sales, identify, follow the trends and provide interpretation on the causes.

They also organize the flow of the financial results.

Tasks and responsibilities

- Provide reportings

- Analyze the problems (turnovers, difference in volumes, habits of the clients)

-Seize the opportunities

-Challenge the Sales teams : via the Powerbi reportings, analysis number of client visits, calls, management of complaints

-Establish diagnostics - where are we qua sales, projects , organize boot camps , prepare the training documentation for the newcomers (knowledge of products) and structural toolbox, prepare quarterly marketing topics (follow-up with the Sales and Marketing teams)

-Determine the processes end-to-end (triggers, identification of the problems, negotiation and solutions in the complex situations.

Your profile

Affinity financial/pricing aspect

Assertivity (be able to challenge, push the Sales when needed)

Project management

Analysis (performances reviews, annual plan), structure, organization

Continuous balance with the priorities

Reactive (solve urgent issues)

Good knowledge of the two national languages (FR/NL – be able to coach FR/NL team members)

Good use /knowledge or adaptation to the new CRM (Sibel to Microsoft)

Personality quite autonomous, stress resistant, get things done

Good communication, empathy, collaboration with other teams (central function, in permanent collaboration with the Sales)

Why bpost ?

Like many other companies, we offer a nice benefits package in addition to the monthly salary, including meal vouchers, hospitalisation insurance, group insurance, 20 days of leave and 7 extra days of statutory leave, a thirteenth month, double holiday pay and many benefits with more than 100 bpost partners.

This is what really sets us apart:

Decisions are made here in Belgium. At the same time, you will be part of an International group, thanks to our many activities in Europe and Asia.

You will find yourself in a company in full change. Admittedly, this creates some complexity, but above all lots of challenges and innovative projects.

The atmosphere, the collegiality and the friendly bpost culture is unique. And we will prove it.

You can focus 100% on your job, with optimal support from all our internal services.

As an international provider of parcel logistics and e-commerce services, we create real connections between millions of people, businesses and communities. Our team of more than 34,000 employees is our greatest asset in this history. Through them, we continue to play a key role in our ever-changing society.