



Account Manager Vlaams-Brabant (bpost Parcel Lockers

BRUSSELS

External Description

Account Manager Vlaams-Brabant (bpost Parcel Lockers)

bpostgroup strives to create an inclusive environment with challenging projects and inspiring collaborations. With our employees at the heart of our organization, we don't believe in jobs; we believe in careers. We create an environment that encourages professional growth, offering stimulating projects, the latest technologies, and comprehensive training programs for all. In this context of continuous evolution and development, we are currently seeking an Account Manager within the Partner Network for Channels & Banking department for the Brussels region.

Your mission

As an Account Manager, you hold the final commercial responsibility for all collection points with or without staff in your region (Postal Point, Parcel Point, Parcel Lockers, excluding post offices). The focus here is on four key pillars:

1. Regional Development: Actively seeking opportunities to grow your region(at least 60% hunting) will be on prospecting partnerships for parcel lockers.
2. Relationship Management: Building a strong relationship with your existing collection points to maintain high quality and minimize churn (farming). You will explain new products and services to partners and are also responsible for selling our changing contracts, benefits, and compensation models.
3. Parcel Management: As an Account Manager, you understand the "challenging areas" related to parcel volumes in your region. You actively make proposals to central services to optimize parcel flow distribution, balancing the needs of post offices, other collection points, customer demands, and network profitability.
4. Stakeholder Communication: Maintaining contact with key stakeholders (Cluster Managers, Mail Centre Managers, Key Account Managers) to ensure they are proactively informed of any changes in your region.

Tasks and Responsibilities

Finding and Integrating New Partners (Hunting):

- Creating your own prospecting list and making prospecting calls.
- Identifying new partners and segments that could become collection points.
- Convincing partners to collaborate with bpost.
- Responsible for signing contracts with bpost in line with the commercial guidelines set by bpost management.
- Meeting KPIs to ensure effective and measurable prospecting.

- Using a CRM tool to record results.
- Responsible for selling new types of collection points in your region if introduced in the future.

Ensuring Satisfaction of Existing Partners (Farming):

- For postal points, you will conduct four business visits per partner per year.
- For parcel points, 2-3 visits per year initially, then once a year.
- Working with a KPI to keep partner attrition rates as low as possible.
- Deep knowledge of our pricing, USP, and business case analysis per segment to convince partners of the partnership's benefits.
- Presenting new products and services to partners.
- Selling changes in our compensation as a partner benefit.
- Convincing partners to adopt a centralized tracking system for issue reporting.
- Acting as a trusted advisor for partners, especially in escalations (not for daily operational issues).
- Encouraging partners to increase their business revenue.
- Monitoring workload distribution (number of parcels) across collection points in your region, taking proactive measures to suggest adjustments to the central team.
- Positively persuading partners when additional volume needs to be allocated to a network partner of Post Offices.
- Staying aware of direct competitors in your region and ensuring bpost is represented at the best locations with the best partners.

Profile

- Master's degree or equivalent experience.
- 5 years of experience in a commercial role involving account management (**both hunting and farming**).
- Deep understanding of bpost services, products, and logistics processes.
- Excellent communication skills.
- Knowledge of sales techniques (end-to-end), from prospecting to closing.
- You are fluent in Dutch with a good command of French or are fully bilingual in NL-FR, and you have a business-level understanding of English (for internal communication).

Our offer

- Like a long-awaited parcel, we want to make you feel welcome and valued. Our offer includes:
- Competitive monthly salary
- Meal vouchers
- Hospitalization-, group- and disability insurances
- A phone subscription and company car
- 20 days of statutory leave and 7 additional extralegal days off
- An end-of-year and performance-based bonus and double holiday pay
- Many benefits from more than 100 bpost-partners

Why bpostgroup?

bpostgroup is Belgium's leading postal operator and a growing parcel & omni-commerce logistics partner globally. With a focus on social and environmental sustainability, we aim to be a trusted guide in a changing world. As our newest team member you will:

- Become part of the bpostgroup family with a unique atmosphere and culture.
- Enjoy a dynamic work environment with a hybrid model allowing for flexibility.
- Have access to continuous learning and development opportunities.
- Have a direct impact on decision-making in an international success story.
- Thrive in a leadership culture centered on visioning, sense making, innovation, and relating, empowering you to

lead effectively in our forward-thinking organization.

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