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## Account Manager - Business to Government

BRUSSELS

### External Description

## ACCOUNT MANAGER - BUSINESS TO GOVERNMENT

### 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 an Account Manager to reinforce our Business To Government.

### Mission

We are seeking a highly skilled and motivated Account Manager to join our Business-to-Government (B2G) team.

We are the most human & sustainable company with the ambition to be the preferred partner of the Government (whole public sector). As an Account Manager you play a crucial role in managing customer relationships with government customers. you use your in-depth knowledge of the postal sector and your expertise in B2G activities. You are responsible for identifying opportunities that can lead to an expansion of the collaboration or to possible new solutions and developing strategic relationships to enhance our service offerings to government entities..

### Your responsibilities

Government Relationship Management:

Cultivate and maintain strong relationships with government stakeholders, including postal authorities and, regulatory bodies. Manage those relationships ongoing, and conduct business meetings to build strong partnerships via conference call or in-person

Act as a trusted advisor to government clients, understanding their strategic objectives- Detect potential expansion

opportunities and, if they can lead to new solutions, discuss them and transfer them to the solution team. . .

Collaborate with government partners to navigate regulatory requirements, compliance standards, and procurement processes.

Collaborate with the B2G team, internal stakeholders, and government clients to understand their needs, challenges and strategic objectives

Have a sales mindset who can identify and new sales opportunities with existing customers. Reacting on customer inquiries and proactively reaching out to your assigned client portfolio.

Negotiate commercial terms and conditions with your customers.

As part of the team, generate the contracts and manage the pricing.

Analyzing and responding to public tenders in collaboration with the relevant departments within bpost (bid, pricing, ...). Be responsible for the final quotation (service/product offered and price) that will be submitted. responsible for annual indexations and price communications in the context of tenders.

## Your profile

Industry Knowledge and Thought Leadership:

Stay updated on industry trends, emerging technologies, and regulatory changes within the postal services domain, and proactively share insights with the team.

Participate in conferences, seminars, and industry events to enhance knowledge, build networks, and establish the company as a thought leader in the B2G space.

Qualifications:

Proven experience in account management, with a focus on B2G operations, government relations, and solution management.

Strong understanding of government procurement processes, regulatory frameworks, and compliance standards in the postal services sector.

Demonstrated ability to build and nurture relationships with government clients and key stakeholders, with a customer-centric approach.

Technical proficiency and familiarity with IT systems, software solutions, and emerging technologies relevant to the postal services industry.

Exceptional analytical and problem-solving abilities, with a strategic mindset to identify possible innovative solutions to address client needs.

Excellent communication skills, both written and verbal, to effectively convey complex ideas and influence stakeholders at all levels.

Fluent in Dutch (contacts with the Flemish government) , good knowledge in French and English

Please note that this job description is intended to provide a general overview of the position and may be subject to change based on the evolving needs of the organization.

## Why bpost ?

Like many other companies, we offer a nice benefits package in addition to the monthly salary, including meal vouchers, hospitalization 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 36.000 employees is our greatest asset in this history. Through them, we continue to play a key role in our ever-changing society.