

We are growing. Are you?



Ogone is looking for an **OPERATIONAL RELATIONSHIP MANAGER** m/f for our Brussels HQ

YOUR JOB

Reporting to the Head of Operations, you are a member of the Business Support Team. Together with the Key Account Manager (member of the Sales department) you will manage all operational responsibilities related to the largest Key Account of Ogone, based in the United Kingdom. You will act as a Primary Point of Contact for all matters related to the operational relationship.

After an intensive training period, you will be an expert in Ogone products and services, allowing you to:

- Ensure that the needs of your Key Account are being understood by Ogone. This by involving the expertise of different people from the potentially involved Ogone departments
- Represent your Key Account towards the different Product & Project Managers within our Product Management Department regarding the request for potential development of new platform-related functionalities/features or acquirer/payment method connections
- Support the Product Managers in defining the business case required for project approval, including information gathering and consolidation
- Identify non-recognized needs of your Key Account, and propose already developed features, functionalities, acquirer- and payment method connections to answer these needs
- Report relationship status at the adequate level to the different stakeholders
- Identify and anticipate any issue (product, support, etc...) with your Key Account and raise this to the adequate level of management when needed

www.ogone.com

- Organize regular Operational Relationship Meetings in the United Kingdom (with travel requirement at least once per month).

YOUR QUALITIES

For this challenging function, we need a talented individual with good communication and management skills. As candidate you match following requirements:

- University degree (ideally business, finance or IT oriented) or equivalent through experience
- Very good knowledge of English. Any other language is an asset
- Proven experience in a relation management function in the Service/Solution sector is a must, showing your ability to manage the operational part of the relationship with large customers
- Affinity with the commercial relationship for large customers is an important asset, in order to be able to act as a backup for the Key Account Manager
- Good analytical/intellectual skills, ability to quickly understand and learn complex matters
- Reliability, sense of responsibility, commitment to results
- Excellent communication skills
- Team player
- Organization & time management skills

WHY OZONE?

You work with complex products in a host of different sectors at the national and international level. You grow because your job challenges your skills every day. Your colleagues are all totally committed: there's a reason why we are growing all the time. In our open corporate culture you have freedom to achieve your goals and further your career.

Set your sights on becoming Operational Relationship Manager? We welcome your drive. Your responsibilities and experience attract a competitive salary with benefits and training opportunities.

WHO WE ARE

At Ozone we develop electronic payment solutions for e-commerce and a host of other sectors. We work for small and large companies in more than 45 countries. We have offices in Belgium, the Netherlands, France, Germany, Switzerland, Austria and the United Kingdom.

COME AND GROW WITH US

Interested in a career in e-commerce? Don't hesitate, apply now.

Send your motivation letter and CV to Ozone, HR Recruitment: hr@ogone.com
Ozone, Woluwedal 102, 1200 Brussels

