

For our fast-growing consultancy team we are looking for a **JUNIOR ACCOUNT MANAGER**

This is a position for 40 hours per week, starting as soon as possible. Our offices are located in the Eindhoven region.

About us

When an international assignee moves to a new country for a long term assignment, this evidently impacts the educational career of their children. Finding excellent educational solutions is crucial when families make decisions about international assignments. When families are confident that their children's education will not be negatively impacted by their upcoming move (or even better: is enriched), this reduces stress and improves likelihood of the entire assignment being successful.

Our corporate clients value "corporate social responsibility" and put Edufax' services in place when their employees are moving internationally with their families in order to improve what they often call "duty of care". Our Junior Account Managers play a crucial role in keeping our corporate clients content with our services: ensuring that communications run smooth, families receive proper attention and support, agreements about the scope of our services are clear to all parties involved, and that escalations are being managed with the outmost care.

About our future colleague

We are looking for a Junior Account Manager who understands the sensitivity of providing effective support to our corporate clients' employees who are about to move internationally with their family.

At Edufax, we require that you understand that responsiveness and clear communication are important. The stakeholders involved in international moves are often operating under high stress levels and education is obviously a sensitive topic to parents. Your role involves managing expectations and keeping all parties well-informed in order to continuously confirm that Edufax can be trusted with this complex aspect of international mobility.

You will be responsible for supporting our corporate clients at different levels: you liaise with their global mobility teams about Edufax' support to their internationally mobile employees, you support these families moving through the service delivery processes of our different products, and you ensure that your Edufax' colleagues have a thorough understanding of the company culture and the needs of the clients they are supporting.

Are you passionate about international mobility and intercultural communication? Are you responsive, empathetic, and do you get a kick out of keeping all stakeholders happy? Then you might be the new colleague we're looking for!

What does moving abroad mean for a child's educational career? Edufax analyses a child's educational trajectory in the light of their family's international mobility with an Educational Mobility Check or a consultation. Additionally, we can prepare Educational Progress Reports or carry out assessment to determine a child's level.

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About the Junior Account Manager role

Our Junior Account Manager spends their day:

- Being committed to providing the best support to families moving abroad with their child(ren)
- Supporting families and their employers navigate through our different services
- Monitoring that Edufax and its employees meet the agreements and KPI's as agreed upon with our corporate clients
- Working together with our sales teams to translate the needs of our corporate clients to suitable service agreements
- Coordinating and managing marketing activities
- Effectively operating within and enjoying the company of a global team of professionals
- Being internationally minded and understanding the world of global mobility

About you:

You bring:

- a Bachelor's degree (HBO) or higher in a relevant field (marketing preferred)
- at least two years working experience in a similar role
- excellent verbal and written communication skills in English
- working level proficiency in Dutch (additional language skills are a bonus)
- superior skills in interacting with clients and understanding their needs
- superior commercial and strategic skills
- excellent organizational and planning skills
- stress resilience
- personal experience with moving and living abroad is a bonus

About the application process

If you fit the profile, and the job description appeals to you, please express your interest by sending your resume and cover letter in English to consultancy@edufax.nl using the subject line "Junior Account Manager". The deadline for application is April 12, 2019. Applications may be processed sooner when immediate availability is indicated.