

## European Client Services Director- Job description

**Job Title:** European Client Services Director  
**Location:** London, UK or Paris, France  
**Reporting to:** VP Global Operations

### **Purpose / Summary**

The European Client Service Director is responsible for the team of Project Managers across our European locations, i.e., but not limited to: London, Paris, Frankfurt, and Timisoara.

In his/her function, the CS Director is instrumental in building and driving the company strategy for the department, implementing global operational decision at the European level, and coordinating any initiative that are assigned to him/ her.

His/ her main responsibilities are to deliver the revenue against plan while maintaining our high quality standards, to interact with stake holders of other departments and to build strong relationship with our European clients.

As an active member of the Operational leadership, the Director is the link between his/ her team and the executive – he's in charge of representing his team but also in communicating and informing his team on overall company and department strategy.

### **Major Responsibilities**

- *Participate in and coordinate departmental global initiatives*
- Instrumental in building and driving the company strategy for the department, implementing global operational decisions at the European level, and coordinating any group strategic initiatives that are assigned.
- Lead cross functional improvement initiatives based off of CSAT and Operational defect data inputs
- Develop and monitor key performance metrics for operations including client satisfaction, productivity and efficiency data.
- Help prepare standard operating procedures to create uniformity across the organization including global coordination with NA and APAC CS contacts.
- Help develop standardized training program for new employees to ensure consistency of knowledge among staff members including global coordination with NA and APAC CS contacts.

➤ *Manage and lead the Project Manager group in Europe*

- Oversee all day-to-day operations for the Client Services department
- Deliver revenue against plan
- CSAT target at 96%
- Manage the resource allocation for best utilization of the team – balance headcount for Project Managers across local European offices and our global facility in Timisoara.
- Leverage knowledge across the teams – i.e but not limited to MR training, communication, clients' service.
- Define clear escalation process, internal and for clients
- Define and implement a coherent structure adapted to each local market
- Motivate and retain the team (no more than 10% turn over)
- Effectively communicate company and team strategy
- Create and foster a close team spirit
- Develop succession plans for all key positions
- Develop and manage transition plan to groom Team Leaders and Client Service Associate Directors from day to day Operations' executers to strategic account managers
- Present and execute on strategy plan for Europe that encompass but is not limited to all the above objectives
- Build and grow relationship with our European clients – act as last escalation point, represent the department for clients' review, pitch and relevant sales activities.

➤ *Key player in coordination between departments*

- Act as executive liaison for the European CS department
- Assist in developing operational support for new channel opportunities
- Maintain relationship with key stakeholders (amongst other - operations, sales, panel, R&D)

**Minimum Qualifications Requirements:**

- 8 plus years of demonstrated quantitative marketing research and project management experience with a proven track record of managing projects to successful conclusion
- Proven experience in all operational aspects of professional services management and delivery – project and program management, SLA management, business processes, delivery and customer-focused metrics, scoping and delivering both highly customized and standard service engagements.
- Must have demonstrated success in leading and managing across multiple teams, providing management guidance and career development to team managers and holding direct responsibility for building & leading a growing

- organization containing at least 2 levels of management.
- Prone to change and strong change management skills.
- Proven track record of open, team-oriented behavior to support high viability business projects
- Must be flexible and resourceful, able to respond to diverse workloads/schedules while achieving the highest quality standards in the industry
- Excellent strong analytical/problem solving and organizational skills.
- Demonstrated ability to multi-task while working independently in a fast paced environment. Hands on approach.
- Strong interpersonal skills in order to establish a quick rapport within a team setting while establishing solid credibility with clients, vendors and cross-functional teams
- Post-secondary education, preferably a business degree with emphasis on Finance, Economics, Marketing, Marketing Research, Information Systems

### **Personal Characteristics of Ideal Candidate:**

- Both strategy and operations oriented
- Strong leadership and capability to manage managers
- Energetic, Charismatic, Knowledgeable, Approachable
- Long-term perspective – has a consistent track record of longevity with previous positions and employers, and be looking to build a long-term career investment with this position.
- Fit for fast-growing environment - must be a self-starter with excellent problem-solving skills, able to take on challenges and creatively deliver results in an unstructured environment.