

## Job Description

### “Global Program Manager, B2B Digital SaaS Disruptor”

Location – Paris, France

## Company Description

This established, highly innovative European B2B SaaS business has revolutionized and disrupted their market with an innovative platform solution that includes Business Process Outsourcing, Payments and Data Analytics that is currently in use with thousands of major global corporations including many Fortune 500 companies. The company is privately held, with no external finance and has 1500 employees and offices all over the globe.

We are looking to hire a Global Program Manager based in Paris to take global responsibility for two clients that are both well-known global corporations. This role will have direct reporting into the Head of Global Accounts as well as close working and dual reporting to the CEO of the company. The successful applicant will be able to operate at multiple levels from Executive to C- level both internally and externally, will speak and write faultless business French and English and will have experience of working in the enterprise SaaS industry and ideally some experience of working with or for a Consulting organization.

## Role:

- Lead all global programs and initiatives for 2 global corporations that are current and high net worth clients with very high \$\$\$\$€€€ annual spend
- A highly visible role reporting at a senior level within the company including the CEO
- Work with clients to define strategic goals and to design and implement strategies and initiatives to support clients to achieve their objectives through the use of the platform
- Lead all commercial conversations that derive benefit for client and company
- Own all project initiatives taking the lead role and collaborating with numerous colleagues and stakeholders both internally and externally across multiple geographies
- Become an expert on the entire value proposition thus being able to support the client to drive maximum value and ensuring total customer satisfaction

## Skills Required:

- 3 plus years of experience in Customer Success, Account Leadership or relevant Consulting experience from within SaaS or Professional Services companies or a combination of the two
- Ability to analyze large volumes of complex data and use that data to drive initiatives that lead to customer success
- Exceptional corporate gravitas, listening, data analysis and negotiation skills
- Proven experience in building and cultivating global customers and contacts
- A collaborative high performer in rapid growth tech related environments, self-motivated & a good listener
- Degree education