

# Backoffice Coordinator

---

Job Title:	<b>Backoffice Coordinator</b>
Location:	<b>Belgium</b>
Salary:	<b>To be negotiated</b>
Benefits:	<b>Yes</b>
Travel:	<b>Occasionally</b>
Languages:	<b>English, French, Dutch</b>
Probation period:	<b>6 months</b>
Contract type:	<b>Full Time</b>

## ABOUT INFRONT CONSULTING

Infront Consulting Group is a boutique Information Technology and Management consulting company with offices in Canada, the United States, Europe and Asia.

Infront Consulting Group focuses on three core lines of business;

1. Enterprise IT & Management Consulting on Microsoft System Center technologies
2. Enterprise, Technical Training on Microsoft System Center technologies
3. Software Development to extend Microsoft System Center technologies

As a leader in the System Center technology arena, Infront members are a tight knit group of community contributors and System Center evangelists that are passionate about providing working, sophisticated solutions to our customers and repeatedly demonstrating our credibility, expertise and knowledge. We are recognized as a group of technologists that are competent speakers, presenters and authors and can be found regularly on stage at User Groups, Microsoft conferences such as TechEd and Techdays worldwide and we actively participate each year at the Microsoft Management Summit (MMS) both as an exhibitor and as featured speakers. We are passionate about the day-to-day delivery of training or consulting services and are found online in the early mornings and late evenings collaborating with our peers. We are well structured financially and offer comprehensive and competitive compensation plans. The opportunities at Infront Consulting Group are endless if you enjoy working on projects that will allow you to grow both personally and professionally.

To support our growth we are looking for a **BackOffice Coordinator** to support the European team.

## JOBDESCRIPTION

As a BackOffice Coordinator, you will contribute to the efficient day-to-day operations of the European team, and support the work and initiatives for the various departments. The emphasis of this job is on relieving European supervisors, staff members and their employees of the procedural and administrative tasks that they must perform during their assignments. You will also be responsible for the follow-up of customer inquiries as well as maintaining customer relationships and working together with our VP-Business Development in Canada on new initiatives, conferences etc. You will be at the heart of our company and of the greatest importance for the successful growth of our future business. This position is best suited to an individual who enjoys a challenging work atmosphere, with the ability to multi-task within a team environment.

### Primary responsibilities and duties:

- Office administration: Email, Post, Phone
- Maintaining customer administration
- Occasionally travel to national and international conferences
- Maintaining contact with vendors and partners
- Creating and sending local newsletters
- Creating, maintaining Marketing material and keeping it up-to-date
- Follow-up on incoming leads.
- Maintaining relationships with existing and new customers and optimize the sales within this customer Group
- Responsible for Statement of Works to clients and following-up to ensure timely delivery of documents with respect to RFI,RFQ & RFP applications
- Presales administrative support
- Responsible for maintaining accurate sales funnel & account management and forecast projection, this includes reporting to the Senior Management Team
- Return the needs, trends on the market to the business development organization
- Responsible for the detailed analysis of risks factors and how they relate on a per client basis, prospect and project by guarding the profitability for each customer

### Qualifications:

- This position requires at least 5 years' experience with a minimum of 1 year experience in a customer relationship/sales function.
- Minimum a certificate of higher education short type
- Excellent communication skills in Dutch, English and French. Other languages are an asset
- Candidate must be able to build a good work relationship with other employees, both internally as externally
- Candidate must be able to anticipate, understand and react quickly to the needs of customers and employees
- Candidate has strong soft skills:
  - People management
  - Organization
  - Coaching
  - Presenting
- Be able to coach and guide young people is an asset
- Stress resistant

- Be able to work independantly
- Be pro-active, take initiative
- Dare to take responsibility
- Be prepared to learn continuously
- Candidate must be able to talk about contracts, planning and other practical cases on a business management level
- Excellent time management skills; attention to detail; the capacity to prioritize by assessing situations to determine urgency; ability to develop a work schedule, set goals, create/implement action plans and monitor progress towards goals; and the ability to make clear, timely decisions
- Candidate must have proficient use of computer programs for Microsoft Office Suite (Word, Outlook, Excel and PowerPoint), Sharepoint, Dynamics CRM as well as be familiar with Internet, contact management programs and various other office equipment such as fax; voicemail etc.
- High level knowledge of the Microsoft System Center suite is an asset
- Driving license type B

## WHAT WE OFFER

- A competitive salary
- Flexible hours in function of the deadlines
- Extra Legal advantages:
  - meal vouchers, hospitality insurance, mobile phone subscription
- Work from home
- Laptop and internet subscription
- A pleasant and stimulating work environment and the possibility to fulfill your professional ambitions
- An exciting job in a dynamic IT-company where a “no nonsense” culture stands centrally

If you want to be part of the dynamic **Infront Consulting Group** team, then don't hesitate to send your CV to

[helene.daamen@infrontconsulting.com](mailto:helene.daamen@infrontconsulting.com)