

United Kingdom Jobs Expertini®

Senior International Operations Advisor

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Company: IRIS Software Group

Location: United Kingdom

Category: business-and-financial-operations

The Senior International Operations Advisor will manage the strategic relationship with key identified client accounts. They will be responsible for understanding the international HR, payroll, and payment strategies of these accounts, manage day to day payroll operations, contractual changes, and disputes as well as own and execute cross and up-sell activities. Role holder will define, implement, and maintain best practice working practices, policies, and procedures to drive client success.

Owns the overall client relationship and works closely with operational and commercial teams to manage best in class client success.

Main Responsibilities:

Main relationship owner for international client accounts delivering £50K+ per annum in revenue

Build and maintain productive working relationships with an allocated client base, as the first point of contact for all communication, for both payroll and payroll related services including payments

Manage payroll operations process for clients, in all countries, ensuring employees are paid accurately, compliantly and on time

Query and incident management, via multiple communication tools

Maintain all required departmental/management KPI and SLA reporting accurately and timely

Proactively engage clients via multiple communication tools

Manage relationship with IRIS FMP's in-country specialists to provide payroll advice, guidance, and reports to clients to maintain compliance in each country

Consistently promotes best practices providing products, services, and support to delight the customer

Knowledge/ Experience:

Extensive client management experience is essential

Successfully worked as an Account Manager preferable

Strong sales acumen

Experience in a role carrying responsibility for achieving revenue & EBIT objectives

A solid understanding/experience working with international companies across multiple time zones and cultures

Key Competencies:

Client focus

Confident leader

Commercial acumen

Excellent communicator

Innovative and creative thinker

Effective decision maker

Organised worker

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