

**About Questers:** Questers is a leading tech hub that empowers IT professionals to advance their career through strategic collaborations with prominent companies from the UK, Europe and the US. We build dedicated teams in Bulgaria for leading tech businesses in various industries. Our present client base includes the group behind some of the most powerful media brands in the English-speaking world, leading FinTech companies, multi-billion-dollar US hedge fund, social media platforms and a variety of scale-ups rapidly expanding their software services and products.

Questers currently hosts dozens of remarkable tech teams and employs more than 300 bright specialists. In 2014, 2017 and 2020 we were recognized as a top IT employer. These awards are a result of our belief that high productivity can only be achieved by motivating, developing and empowering talented people.

Due to the rapid growth, Questers is currently looking for a highly motivated and experienced **Client Partner** to join our team

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## CLIENT PARTNER

### The role:

- The Client Partner is responsible for managing and developing strong relationships with clients, understanding their IT staffing needs, and providing suitable solutions through building dedicated teams for our clients.
- The Client Partner plays a critical role in driving revenue growth by fostering client relationships, identifying opportunities, and delivering exceptional customer experiences. The Client Partner collaborates with internal teams to ensure client satisfaction and drive business growth.

### Your contribution to something big:

- You will be reporting to the Head of Client Partners and will act as the main point of contact for assigned clients, building, and maintaining strong relationships to understand their business goals and requirements for team extension
- On-boarding of new company clients aiming at establishing stable contact with line managers, business leaders and other stakeholders
- Explain contractual terms and conditions to clients, negotiate rates, contract, and team engagement duration
- Collaborate with clients to identify their long-term or short-term staffing strategy, evaluate client expectations, provide guidance and recommendations to clients on suitable solutions
- Collaborate closely with client and the internal teams to identify upselling and cross-selling opportunities based on client plans
- Engage actively in preparation of budgets, financial reports, proposals, presentations, and other client-related materials as needed
- Work closely with the internal teams such as Sales, Talent Acquisition, People & Culture, IT and Finance to streamline processes and ensure client satisfaction
- Conduct regular meetings with clients to gather feedback, address concerns, and identify opportunities for improvement
- Conduct regular meetings with key members of the internal teams to identify required improvements and new business opportunities
- Monitor client satisfaction and proactively address any issues or concerns; prepare and deliver accurate reports on client activities, revenue, and forecasts

- Travel to client as required to build rapport, establish a strong working relationship or ensure effective business collaboration
- Take ownership for client's visit, provide guidance and support to internal teams as needed to ensure a seamless visit for client
- Flexible attitude towards new tasks and assignments, ability to rapidly respond to changing circumstances
- Stay up-to-date with industry trends, best practices, and emerging technologies to provide valuable insights and recommendations to clients
- Participate in industry events, conferences, and networking activities to expand client base and stay connected with existing clients

## Our ideal teammate has/is:

- Proven track record in Client-Facing roles in the IT outsourcing industry, with a minimum of 3 years of experience
- Strong background communication and presentation skills, proactive attitude, with the ability to build rapport and maintain relationships with clients at various levels of seniority
- Strong negotiation and exceptional problem-solving and analytical abilities, with a keen eye for detail
- Proactive and self-motivated, with the ability to work independently and manage multiple client relationships simultaneously
- Good knowledge of best practices in software development lifecycle, software development methodologies, project and team management principles
- Solid understanding of the local IT job market, enabling effective talent matching and staffing solutions
- General understanding of local labor law
- Fluent communication in English, both verbal and written
- Experience working in an international environment
- Advanced experience in Office/365 products (Excel, Outlook, Word, PowerPoint, and Teams), CRM software and project management tools
- Ability to travel to client sites as needed



## Questers Perks



**25 Days Paid Leave**



**Supplemental Health & Dental Care**



**Competitive Remuneration Package**



**Exceptional Social Package & Special Discounts**



**Team Bonding Events**



**Excellent Office Location & Facilities**



**Relaxing & Gaming Areas**



**Free Bike Parking & Showers**