

# Belgium Jobs Expertini®

## Specialist Messaging Manager

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Company: Proximus

Location: Belgium

Category: other-general

**BICS is connecting the world by creating reliable and secure mobile experiences anytime, anywhere.** We are a leading international communications enabler, one of the key global voice carriers and the leading provider of mobile data services worldwide.

Our solutions are essential for supporting the modern lifestyle of today's device-hungry consumer – from global mobile connectivity, seamless roaming experiences, fraud prevention and authentication, to global messaging and the Internet of Things.

**As part of the Proximus Group, BICS is supporting the Group mission to provide future-proof connectivity, IT and digital services, in the Benelux and global markets.**

With headquarters in Brussels, BICS also has a strong presence in Africa, Americas, Asia, Europe and Middle East. We have regional offices in Bern, Madrid, Dubai, New York, San Francisco and Singapore and a satellite office in Beijing.

**Pioneering into the future of Next Generation communications.** We have achieved a series of World's Firsts successes with the launch of the first LTE Roaming relation or the first VoLTE International call between Europe and Asia, to name a few.

With a diverse and multicultural team of about 500 employees, we continuously strive to provide customers with the highest level of quality, reliability and interoperability, enabling them to maximize their end-user value.

## Task Description

BICS is currently looking for a Specialist Messaging Manager who will be focused on the growth of messaging business (A2P and P2P) market by:

Steering the effort of the sales team for A2P sourcing of direct or exclusive international routes and of local routes

Being the point of contact for mobile operators interconnected to BICS SMS hub

Supporting sales team with pricing, market information, technical capabilities and contract closing

Being in charge of the relationship with the partners in the region

Following up on customer/destination profitability through report monitoring and take actions relative to the findings made.

Roles and responsibilities:

Steer regional sales team action to source new competitive routes (local and international) by participation to bi-weekly follow calls, to supplier calls/meetings with sales.

Manage daily relationship with his/her customers portfolio, related to SMS and MMS product.

Ensure and follow-up requests of customer are dispatched to the appropriate departments within BICS and will follow up.

Maintain and grow relationship and with key partners within the eco-system – peering partners and clearing partners

Pricing proposal: prepare together with sales department the pricing for new customers.

Sends out price increases/decreases to customers according to contract guidelines, negotiate new pricing with the customers for increases or decreases. Benchmarks selling rates with the competition and is responsible to document all price & cost changes.

Bring own valuable contribution to all sales & buying activities carried out by Account Managers and acts as a liaison for Account Manager information requirements. Participate with Account Managers in traffic negotiations discussions, but also takes own accountability for certain set of suppliers (independently negotiates targets to achieve best possible cost).

Provide buying targets to existing and new suppliers.

Determine the most dynamic & market-oriented pricing (for allocated destinations / region) in order to increase product and destination (regional) direct margins, and optimizes BICS's international SMS A2P & P2P market share by implementing net cost base structure and efficient network utilization.

Set right routing strategies incorporating cost, capacity, quality and other parameters to support BICS international wholesale sms product & strategy, and to ensure the best routing & traffic management with maximized profitability and highest possible quality levels.

Analyses & monitors traffic reports, market trends & implements the best routing structure with optimal cost and quality to maximize direct margin and number of sms flowing through BICS network and to increase market share.

Monitor on daily basis customer and destination profitability and ensure proper actions are taken to maintain and increase it.

### **Your Profile**

Relevant experience in the Messaging domain (A2P, P2P, SMS)

Oriented to results person with strong analytical skills.

Autonomy to work independently, but also in a team and cross-department.

High independence in daily work.

Assertiveness and positive attitude to take initiative and ownership.

Fluency in English (other languages like French are a plus).

### **What's in it for you?**

**International environment.** You will be part of an international diverse team and you will have the opportunity to make a global impact.

**Great company culture.** You will be working in a dynamic working environment, driven by 3 core values: Think Forward, Strive for Leadership, and Achieve Together. We look after the well-being of our employees and organize internal events such as happy hours, sports and relaxation activities, parties, etc.

**Career development.** From development plans, to trainings and internal mobility, we are

committed to ensuring you have the knowledge, skills, and opportunities to maximize your potential.

**Benefits.**We offer an attractive salary package including:

A competitive base salary and short-term incentives

Comprehensive insurances including hospitalization insurance, outpatient care insurance, life insurance, disability insurance and travel insurance, fully funded by BICS

A supplementary pension plan, fully funded by BICS

A flexible mobility package including company car or car allowance, mobility budget for commuting, bike lease, etc

A telco pack at home including free internet and a mobile phone

Many other benefits such as meal and eco vouchers, 32 vacation days, homeworking possibilities, corporate discounts, ...

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