



**POSITION :** Deputy Director Region South  
**LOCATION :** Brussels

### DESCRIPTION OF THE POSITION

Our client is looking for a Deputy Director for its Risk Services Department (RS). He/she will be responsible for the Region South (also defined as the French speaking part of Belgium). The Deputy Director will be based in Brussels, he/she will be part of the Management Team and will report to the Director RS. He/she will also participate to the Advisory Board.

He/she will be in charge of:

- Commercial development:
  - o Develop and set up appropriate service for the target market in collaboration with the Product Management department
  - o Follow up and realise the objectives in terms of prospection, maximisation and retention
  - o Take on an active role for important clients and prospects
  - o Manage, maximise and develop his own portfolio
  - o Follow up critically the quality of the service and the profitability of the portfolio
  - o Be the internal point of contact for clients with complaints and/or problems
  - o Collaborate with the other departments EB and BS in order to optimize the synergy
- Manage the team:
  - o Be a stimulator and motivator in order to create a dynamic and pleasant work environment
  - o Stimulate communication within the department and towards other departments
  - o Assist and be the point of contact for the commercial staff when they have questions or problems with specific files
  - o Give the staff the possibility and the support to evolve
  - o Respond to questions of the staff regarding role repartition and training
  - o Evaluate and coach the staff in their function, both on job content and personally
- Strategic decisions:
  - o Develop the strategy of the department and set up the business plan together with the RS Director, de members of the Advisory Committee (OCRS) and the Board of Directors, taking into account the set objectives in terms of revenue, profitability and costs
  - o Take and follow up the necessary actions in order to achieve the set objectives
  - o Be the motor for changes, dare to take strategic decisions and to take on the responsibility
- Organising the department in order to achieve commercial and administrative goals efficiently, distributing the tasks and roles within the team:
  - o Striving for quality, service and client satisfaction
  - o Looking for ways to optimize commercial and administrative tasks
  - o Developing, implementing and following strategic decisions
  - o Formulating proposals to optimize existing IT-systems

## PROFILE

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- Commercial experience with corporate clients (companies with more than 500 FTE), in the services or financial sector.
- Existing French business network
- Experience in managing a team
- Bilingual French and Dutch

## CONTACT

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