
Job Title: Junior B2B Account Manager

Location: Brussels, Belgium

Company: International SOS Belgium

Department: Sales / Client Services

Job Type: Full-time

Level: Entry-Level / Junior

About International SOS

International SOS is the world's leading medical and security services company. We help organizations and their people reduce exposure to health and security risks through tailored services, medical assistance, and emergency response in over 90 countries. Our clients include multinational corporations, governments, and NGOs.

Position Overview

As a **Junior B2B Account Manager**, you will play a vital role in supporting and growing our portfolio of corporate clients across the Belux region, with a focus on Belgium. Working alongside senior account managers and cross-functional teams, you will ensure client satisfaction, retention, and expansion opportunities through proactive relationship management and service excellence.

You report directly to the Sales & Marketing Director Belux. You will be based in the Brussels Office.

Key Responsibilities

- **Account Support & Management:** Assist in managing a portfolio of B2B clients, ensuring their ongoing satisfaction with International SOS services.
- **Client Relationship Building:** Develop and nurture trusted relationships with key client contacts through regular communication and service reviews.
- **Upselling & Renewals:** Identify opportunities to upsell or cross-sell additional services and support renewal processes in collaboration with senior team members.

- **Reporting & Insights:** Prepare usage reports, client presentations, and performance reviews to support strategic decision-making and client engagement.
 - **Onboarding & Training:** Support the onboarding of new clients and deliver basic training on our services and platforms.
 - **Internal Collaboration:** Liaise with operations, medical, security, and billing teams to resolve client queries and ensure service delivery meets client expectations.
 - **Market Intelligence:** Stay informed about industry trends, competitor activities, and client needs in the B2B and travel risk management space.
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Requirements

- Bachelor's or Master degree in Business, Communications, International Relations, or related field
- 1–2 years of experience in a client-facing or B2B support role (internships included)
- Strong verbal and written communication skills in English and either Dutch or French (trilingual is a strong asset)
- Ability to juggle multiple account management projects at a time, while maintaining sharp attention to detail
- Excellent listening, negotiation and presentation abilities
- Excellent interpersonal and organizational skills
- Proactive, customer-focused mindset with an eye for detail
- Ability to manage multiple priorities and deadlines
- Tech-savvy, with good knowledge of MS Office and CRM tools (Salesforce is a plus)
- Enthusiasm for working in a dynamic, multicultural, and mission-driven environment
- Personality: A proactive, adaptable individual who thrives in a dynamic, ever-changing environment
- Customer Focus: A strong desire to understand clients' challenges and deliver solutions that meet their needs while identifying opportunities for growth
- Organization: The ability to manage multiple priorities effectively, with a structured and detail-oriented approach
- Moderate travel may be required within Europe (France, Luxembourg, London)

What We Offer

- A career-launching role within a global leader in medical and security assistance
- Mentorship and training from experienced account managers
- Exposure to a wide range of industries and international clients
- Competitive salary and benefits package (group & hospital insurance, meal vouchers, company car)
- Be a part of an international, innovative and highly professional global player
- A collaborative and inclusive workplace culture

How to Apply:

Submit your CV and a short motivation letter via the International SOS Sales & Marketing Director in Belgium Marijke.yserbijt@internationalsos.com