



**Jaka Lounge agency** is providing complete human resource management support for companies. We put our special focus on high-quality selection process while we believe that knowledge and competencies bring brilliant results only when they're combined with adequate motivation. We are supporting our client [Viselio](#):



**Viselio** is a fast-growing travel start-up headquartered in Switzerland, with operations based in Belgrade. Our vision is to build a digital platform to help our customers obtain travel visas online, securely and efficiently. In order to support our future growth in Europe, we are currently recruiting an enthusiastic and passionate:

## **Account Manager (German Language) (Belgrade, Serbia)**

### **Your responsibilities:**

- Build and manage relationships with Viselio's B2B and B2B2C clients
- Make sure that SLAs and KPIs for the specific account are properly implemented, met and reported on
- Act as the main contact for any operational issues, enquiries and special wishes the client may have
- Collaborate with other departments, such as the Customer Care Team, IT, etc. in order to deliver a flawless experience
- Manage and negotiate contract renewals, ensure contract profitability and maximisation of profit
- Ramp up new contracts and agreements together with the Sales & Onboarding team
- Make sure that invoices are correctly created
- Actively promote new solutions and services offered by Viselio to existing clients and constantly seek opportunities to expand contract scope
- Deliver regular reports on account status & account performance towards the management and the client
- Make sure the clients and their staff are properly trained in order to use Viselio's solutions and continuously provide updated training material in collaboration with different departments
- Actively participate in trade fairs, meetups, etc. in order to nourish client relationships

### **Requirements:**

- Experience in account management, sales and/or customer service
- Exceptional communication skills, written and verbal
- Fluency in English (company language)

- German (at least C1)
- Knowledge of French would be considered as an advantage
  
- An open and engaging personality
- A cool head and a structured approach to resolving complicated issues
- Experience in negotiating contracts, etc.
- Great analytical skills, a sense for structures and processes with a passion for details
- Good ICT know-how and passion about digital technology
- Previous experience in a start-up environment (desired), and finally
- Patience, grace and a great sense of humour

### **Why Viselio?**

- Dynamic, friendly and international working environment
- Modern and cozy downtown office
- Competitive salary and benefits
- Health insurance
- Possibility to travel abroad
- Professional and personal development
- Team buildings, conferences and events

**This is your chance to be part of a young and passionate team. Let us revolutionize a whole industry together!**

If you find this position interesting, please submit your CV electronically: [iva.miljic@jakalounge.com](mailto:iva.miljic@jakalounge.com)