



## TOBA – Project Consultant Copy

### TOBA... Say what?

TOBA is a Belgian company that offers intelligent and intuitive software solutions for workforce planning, where we ensure optimal resource utilization, seamlessly combined with employee satisfaction and well-being, and a smooth flow of payroll data to the payroll administration.

We are "a solid partner for flexible solutions". Our mission is to be a reliable partner who thinks along with our customers and who tailors their software flexibly such that it works for them. We do this with a team of dedicated professionals who care for each other and for our customers.

TOBA consists of a very close team of +/- 50 employees in which cooperation is the key to our success. To complete our dream team, we are looking for a **Project Consultant**.

### What's the job?

Managing the customer relationship during project implementation with a focus on contractual agreements and monitoring project implementation and timing. Managing a project includes:

- First contact with the customer for initial agreements and conducting a kick-off.
- Systematic project follow-up meetings depending on the milestones of the project.
- Expectation management on both sides: what does the customer expect from us and what do we expect from the customer.
- Manage escalations and complaints.

After completion of the project, you are responsible for a proper transfer from project mode to support mode:

- Managing and tracking project progress.
- Ownership of projects in terms of budget, timing, deadlines and implementation.
- Striving for optimal customer satisfaction.

You will also be involved in the helpdesk: this means you will be co-responsible for following up customer questions & issues on completed projects for up to four days a month.

### Who are you?

Of course there are a number of musts for this job. Even more important than the list below is your desire and drive to go for it together!

- You have solid relevant experience in managing and executing projects in a customer-facing project management role.
- You have experience in customer facing roles in software, IT and/or SaaS.
- Dutch or French is your native language or of an equivalent level and you can express yourself fluently in English.
- Our office in Ghent and/or Zaventem is easily accessible to you.

- You enjoy developing customer relationships and you ensure the smooth running of projects.
- You like to work in a solution-oriented and systematic manner.
- You are well organized and can withstand the pressure of performing several tasks simultaneously and meeting deadlines.
- You are an initiator and enthusiastic to grow your career at TOBA.
- You thrive in an organization where structure and procedures are constantly evolving and being optimized, and you do not hesitate to be a driving force in this process.

## What's in it for you?

We offer you an attractive salary package with a gross salary that matches your experience, completed with a range of extra-legal benefits: a company car with fuel or charging card, a fixed net allowance, a smartphone with subscription, hospitalization and group insurance, meal vouchers, and the possibility to work from home after your training period. In addition, you will enjoy 12 ADV days, an extra day off on your birthday and an end-of-year bonus that you can customize yourself via our cafeteria plan. Thanks to our mobility budget, you can also flexibly organise your commuting.

You get the opportunity to be part of and play an important role in a company in full growth. We offer a stimulating working environment in which you can develop your skills and where there is room for personal growth.

We provide coffee during an introductory meeting, so that we can convince each other.

We look forward to meeting you!