



European Search Company
Human Capital Consulting

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accenture
High performance. Delivered.

Advanced Customer Strategy

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions—underpinned by the world's largest delivery network—Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With more than 400,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives.

Accenture Strategy works with our clients to solve their toughest issues, realize their most promising opportunities, and deliver real results. Based on an industry context, our strategy professionals partner with C-level executives to define “what,” and then bring the best of Accenture to implement “how.” Whether it's business strategy, technology strategy or operations strategy, we drive value, shape new businesses and design operating models for the future—with the goal of helping clients identify and build the capabilities needed to differentiate themselves and outperform their competitors.

Accenture Strategy's Advanced Customer Services practice focuses on collaborating with Chief Sales Officers and Chief Customer Service Officers to devise business strategies that create innovative and high performance operations, that more effectively meet customer expectations and deliver sustained business outcomes. The value we deliver comes from our ability to align underlying processes and operating models to support sales, market and customer service strategies.

Role description:

As a member of the Advanced Customer Strategy Services team you will work with and deliver outcome focused services that address both sales and service challenges. The work includes enabling the Chief Sales Officer agenda by delivering results when it matters most - from sales operations and execution excellence to driving growth across sales channels. The work can also focus on enabling The Chief Customer Service Officer agenda by capitalizing on the service experience for retention and growth, and excelling at delivering the service promise across channels.

A typical project duration is 2-4 months and clients include many leading companies in the Nordics. Frequent travelling may be required, but vary depending on client and project context.

Key responsibilities:

- Address both strategic and operational issues
- Drive diagnosis and value assessment in order to identify value creation opportunities for clients

Investing in you & Balancing your priorities

At Accenture, we believe that quality comes from within and we invest considerable resources in the development of your professional competencies. You will receive on-going training that builds and extends your skills on a continuous basis, allowing you to develop tailored expertise quickly. You will have direct access to state-of-the-art technologies, tools and developer kits from all the major hardware and software houses, keeping you on cutting-edge of your area of expertise.

When you join Accenture, you can make great ideas happen for some of the world's most dynamic companies. With broad global resources and deep technical expertise, we collaborate with clients to cultivate ideas and deliver results. Choose a career at Accenture and enjoy an innovative environment where challenging and interesting work is part of daily life.

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- Guide teams through issue identification and work plan development using problem solving principles and past experience
- Work seamlessly with the Accenture team and our clients' own resources to ensure that the recommendations are implemented
- Establish and develop long term client relationships based on trust and delivery of sustainable results
- Contribute to the Strategy and Sales & Customer Service practice with thought leadership and team capability development

Prior experience:

The candidate should have previous experience from working in a sales role and/or within sales and marketing context. Given the nature of the role (i.e. management consulting), previous experience from a top tier management consulting firm is highly relevant for the role. Strong skills within communication, problem solving, business acumen, relationship development and project management is required. Previous relevant experience includes sales strategy, sales optimization, sales efficiency, pricing, digital sales and customer service. Project management and documented sales experience is meriting. The candidate should have an aspiration towards leadership and the ability to thrive in a demanding fast-paced and team-oriented environment.

Education: M.Sc. in Engineering or Business

Language: English and Swedish

Our commitment to you

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You will get your own career counselor who interacts with you on a regular basis, ensuring you a career path that suits your needs and ambitions. Through our buddy network you will have easy access to knowledge and networks both on a professional and a social level. By using laptops, mobile phones, internet access and technological innovation, you will furthermore benefit from our flexible working arrangements.

Contact and application

If you have any questions please call Nikolai Nielsen at European Search Company; +34 675 210 820.

If you are interested in the position, please send your CV and motivational letter to;

nni@europeansearchcompany.com att: “AC Strategy”