

Junior Account Manager

Are you motivated to combine customer relationship management, operational excellence, and business coordination in a fast-growing fintech environment?

Do you enjoy being at the crossroads between customers, business teams, and technology while helping organizations optimize their payment flows and digital processes?

Are you organized, proactive, tech-savvy, and curious about modern digital and AI-powered tools?

You like building strong client relationships, solving problems, and making sure things move forward efficiently?

Then this job is for you!

Our Mission

Our mission is to provide developers and businesses with reliable API-based solutions built on European standards, making payment integration and financial data exchange effortless.

We develop our solutions in partnership with integrators, invoicing & accounting software companies in order to help businesses to get paid faster, more regularly and at a lower cost.

Our Company

Created in 2015 by payment expert Cédric Nève, Digitéal is a fast-growing and innovative Payment Institution, licensed by the National Bank of Belgium and active across the SEPA zone. As part of the Norwegian group Aera Payment & Identification AS, we combine strong regulatory foundations with an entrepreneurial and agile mindset.

But what truly makes Digitéal unique is our way of working. We operate with a self-management organization where trust, ownership, and transparency are not just values — they shape our daily collaboration. You'll find a team where initiative is encouraged, and where everyone has a real impact.

We support both public and private organizations handling high volumes of payment requests and Peppol invoices. Our clients range from e-commerce and utilities to hospitals, municipalities, and marketplaces. Some names you might recognize: Colruyt Group, Mozzeno, Elindus, Rombouts, EASI, Recovr, the City of Ghent, the University of Brussels, etc.

Your role within Digitéal

As a Junior Account Manager, you will support the Head of Account Management in managing and developing a large portfolio of B2B clients across multiple industries.

You will play a central role in the daily coordination between clients and internal teams while progressively gaining autonomy in customer relationship management.

This role combines customer success, operational coordination, commercial follow-up, project management, and billing coordination in a fast-growing fintech environment.

You will also participate in occasional client meetings and learn how to manage strategic customer relationships in a modern SaaS/API business environment.

This position is ideal for someone eager to grow quickly, take ownership, and evolve into a fully autonomous Account Manager role over time.

Your Responsibilities

Client Relationship Management

- ▶ Support the management of a large and diverse portfolio of B2B clients
- ▶ Handle customer requests and coordinate follow-up actions internally
- ▶ Build strong relationships with clients and ensure high customer satisfaction
- ▶ Participate in client meetings and occasional on-site visits
- ▶ Ensure smooth communication between clients and internal teams

I Commercial & Operational Coordination

- ▶ Assist in the preparation of commercial offers, presentations, and follow-up documentation
- ▶ Coordinate ongoing client projects and ensure proper execution internally
- ▶ Monitor onboarding and implementation progress
- ▶ Follow up on operational and administrative aspects of customer accounts
- ▶ Support invoicing preparation by verifying that client requests, contractual agreements, and delivered services are accurately reflected
- ▶ Collaborate with finance and internal teams to ensure billing accuracy and consistency

I Process Improvement & Reporting

- ▶ Maintain CRM and internal tools up to date
- ▶ Participate in reporting activities and KPI tracking
- ▶ Help improve and optimize internal account management processes
- ▶ Ensure accuracy and quality in customer documentation and communication

I Business Development Support

- ▶ Help to identify upsell and cross-sell opportunities
- ▶ Support the team in achieving commercial objectives
- ▶ Support senior team members during customer and business discussions when relevant
- ▶ Use modern digital and AI-powered tools to improve efficiency and productivity
- ▶ Contribute to knowledge sharing and operational excellence within the team

What We're Looking For

I Must have

- ▶ Bachelor's or Master's degree in Business, Management, Economics, Communication, or equivalent experience.
- ▶ First professional experience (max 10 years) in Account Management, Customer Success, Sales Support, Project Coordination, or another client-facing role.
- ▶ Fluent in French and English.
- ▶ Strong organizational and communication skills , combined with a proactive attitude and ownership mentality.
- ▶ Customer-oriented and solution-driven mindset with the ability to manage multiple topics simultaneously and prioritize efficiently in a fast-moving environment.
- ▶ Strong attention to detail and ability to work accurately in operational and financial follow-up.
- ▶ Comfortable using modern digital tools and collaborative platforms , with a basic understanding and curiosity regarding AI tools and productivity technologies.

I Nice to have

- ▶ Dutch is a strong plus
- ▶ Interest in fintech, SaaS, APIs, payments, or digital transformation
- ▶ Basic understanding of software or IT environments

Why Digitéal?

You have the opportunity to participate in an innovative European business project.

We offer an attractive salary package in line with your knowledge and experience including a car, health and dental insurance, complimentary pension plan, continuous training opportunities, etc.

You will enjoy a fulfilling work in a dynamic team respectful of the human person (teal management believer).

You will benefit from an environment that promotes learning and discovery.

You're the one?! Let know us why: sales-careers@digitéal.eu

Practical information

Location: Mont-Saint-Guibert, Belgium.

Status: Employee.

Work arrangement: Physically based in Belgium with possibility to do teleworking a few days per week.

<https://linktr.ee/digitéal>