

Dstny – Account Manager

About the role

What if your next sales opportunity was already a customer?

Dstny works with thousands of Belgian businesses. Many already trust us for one part of their communications — but our technology portfolio is evolving fast.

Cloud communications. Mobile. Connectivity. Microsoft Teams. Integrations. Analytics. AI-powered voice agents.

That's where you come in.

As an **Account Manager**, you'll own and develop a portfolio of existing Dstny customers. Your goal is simple: build strong relationships, understand how their business is evolving and identify where Dstny can bring additional value.

This isn't a role where you wait for contracts to expire.

It's a commercial role where you actively create opportunities inside an existing customer base.

What you'll do

- Manage and develop your own portfolio of Belgian B2B customers
- Build strong relationships with decision-makers and become a trusted commercial contact
- Understand each customer's organisation, technology environment and business priorities
- Identify new opportunities within your accounts before the customer asks for them
- Cross-sell and upsell solutions across cloud communications, mobile, connectivity, Microsoft Teams, integrations, analytics and AI
- Introduce customers to new technologies such as our AI-powered Digital Assistant
- Build account plans and define clear growth opportunities for your key customers
- Manage renewals, commercial proposals and contract negotiations
- Work closely with presales, product, delivery and support to make sure we deliver what we promise
- Maintain a clear view of your opportunities, next steps and forecast
- Represent Dstny during customer meetings, networking opportunities and events

Your customer portfolio gives you a starting point.

What you build from it is up to you.

What we're looking for

Must-haves

- Around 2+ years of experience in B2B account management, sales or customer development

- A commercial mindset and a track record of growing existing customer relationships
- You're comfortable identifying cross-sell and upsell opportunities
- You genuinely enjoy understanding how customers work and what they could do better
- Strong relationship-building and communication skills
- You're comfortable engaging with managers, business owners and senior decision-makers
- You take ownership and follow through on your commitments
- You're curious about technology and comfortable learning new products
- You're fluent in Dutch or French and comfortable working in English

Nice-to-haves

- Experience in telecom, IT, SaaS, cloud or technology
- Experience with solution or value-based selling
- Experience managing a portfolio with recurring revenue
- Interest or experience in AI and automation
- Experience with CRM and ERP systems

Don't tick every box? **Apply anyway.**

Technology can be learned. We're particularly interested in people who combine commercial instinct, curiosity and the ability to build strong customer relationships.

Why Dstny?

We're Belgian. We're established. And we're reinventing ourselves.

Dstny started in Belgium and has grown into a European business communications technology company with more than 1,000 colleagues across Europe.

Our customers may have discovered us through telecom, but what we can offer them today goes much further.

We're bringing together cloud communications, mobile, connectivity, Microsoft Teams, business integrations, analytics and artificial intelligence.

Our AI-powered Digital Assistant can already answer customer calls, collect information, route callers and schedule appointments automatically.

For an Account Manager, that creates a huge commercial opportunity.

You inherit customer relationships. Your job is to expand what's possible inside them.

What you can expect

Our offer

- **Competitive salary** based on your experience
- Attractive **performance-based variable compensation**
- **Permanent contract**
- **Electric company car** with charging card or flexible **mobility budget**
- **Meal vouchers** (€8/day) and **hospitalization insurance**
- **Seniority leave:** up to 4 additional days of leave
- **Flex Income Plan:** personalize your benefits package using your 13th-month budget

Benefits

- An existing customer portfolio with real growth potential
- A broad technology portfolio that gives you new reasons to talk to your customers
- Regular product, technology and sales training
- Support from presales, product, marketing and delivery specialists
- Career development opportunities within an established European technology company
- Flexible working hours and the possibility to **work from home up to 2 days per week**
- A modern office and international working environment
- Regular team events and company activities
- Benefits@Work discounts at hundreds of brands and retailers
- Fresh soup, fruit and great coffee every day

Ready to grow more than accounts?

If you enjoy building relationships, spotting opportunities and helping customers get more value from technology, we'd love to meet you.

Apply now and let's talk.

<https://dstny.com/>