



Client Consultant (FMCG Software) / Australia/New Zealand

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ABOUT UPCLEAR

UpClear (www.UpClear.com) is a global Enterprise Software provider to the Fast Moving Consumer Goods (FMCG) industry. UpClear's BluePlanner software is a best-in-class platform for Revenue Management, covering Sales Planning, Trade Promotion Management (TPM), Analytics, and Optimisation (TPO). UpClear serves clients in 20 countries across America, Europe, Asia, and Africa from its primary offices in New York, London, and Hong Kong. BluePlanner has been recognised by Consumer Goods Technology as one of the leading solutions for Sales Optimisation. UpClear is growing at a rate of 40% per year.

JOB DESCRIPTION

The Client Consultant is responsible for supporting existing FMCG clients and ensuring successful deployment of the BluePlanner software to new clients. As a key point of contact, the Client Consultant works closely with clients through a ticket support system and weekly support calls. Typical activities include communicating with the client (verbal and written), gathering client requirements, configuring BluePlanner, liaising with UpClear's development team to implement software enhancements and new features, and contributing to the product development roadmap. The Client Consultant has opportunities for advancement as he/she develops BluePlanner expertise and project management skills.

RESPONSIBILITIES

- Deploy the BluePlanner software to new clients in AU/NZ
- Provide high quality support to our clientele in AU/NZ
- Maintain client relationships, present new features and/or ideas to improve business results & client satisfaction
- Contribute to internal R&D projects to develop new software features or enhance existing ones
- Collaborate with other members of the UpClear Client Services in Asia/Pacific, on best practices, new features developments and company & team development

QUALIFICATIONS & EXPERIENCE

- Bachelor's or Master's degree in IT discipline with minimum 2-3 years of work experience, including Business Analysis and Project or Account Management
- Experience in FMCG, preferably in Sales Planning and Trade Promotion Management
- Technical experience and/or clear understanding of technical concepts, covering Databases, SQL, and Web Applications
- Experience supporting, deploying, or integrating SaaS software
- Open to occasional client travels (20%)
- Strong autonomy, attention to detail, organizational skills, leadership skills, and interpersonal skills
- Excellent communication skills (both written and verbal)

JOB PERSPECTIVES

- Develop consulting experience and expertise in the FMCG industry
- Develop exemplary management, negotiation, and communication skills
- Grow with the company in one of 3 core functional domains (Client Services, Business Development or Technology)

If you wish to apply, please send a copy of your latest resume to recruitment@upclear.com, with "P201607.AU" in the subject. Cover letter recommended but not required.

UpClear

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