Customer Success Manager (CPG Software) / London
www.UpClear.com/Company/#Section-Careers - Posting date June-2017

JOB DESCRIPTION

A fantastic opportunity to join one of the world's leading niche-tech solution providers. Growing globally at +25% year-on-year, UpClear focus purely on delivering Software-as-a-Service to some of the biggest consumer brands and suppliers worldwide. One of our key differentiators is that we build relationships with our clients which allows us to grow and adapt with them after the initial deployment project is over. The Customer Success Manager is the centre of this relationship and is responsible for ensuring a successful initial and on-going deployment of BluePlanner software to both new and existing FMCG clients.

As the primary point of contact, the Customer Success Manager works closely with clients across Europe, through regular support and project calls, online shared spaces, and occasional travel to the customer's offices, to make sure business requirements are understood and solution functionality is delivered. 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.

With offices in London, New York and Hong Kong, as we continue to grow, you will have opportunities to develop your knowledge, capabilities and interests, across the Company. Whether continuing to ensure client success, getting deeper into the technology, or developing your commercial understanding and project management skills, this is a unique opportunity to join a vibrant SaaS company at an early stage and grow with our dynamic team.

RESPONSIBILITIES

- Manage the implementation using agile project management methods, standard business processes, and shared workspaces that keep the customer and extended UpClear team synchronized.
- Develop new customer relationships by understanding their business needs and motivations.
- Translate requirements into optimal configured solutions or align changes with our product roadmap.
- Use Agile Development methods to configure the software with the customer.
- Provide detailed technical specifications for developers to deliver customer requirements.
- Maintain and nurture existing client relationships to ensure the solution evolves with them.
- Support existing customer implementations via regular meetings and online help desk management.
- Develop expertise in BluePlanner functionality across TPM, Analytics, and Optimization.
- Train and develop team members based on lessons learned and best practices from projects.
- Test new functionality based on customer and roadmap requirements before deployment.
- Contribute improvements to the product roadmap based on broad understanding of customers' go to market needs to enhance existing customer subscriptions and provide new features for future customers.

QUALIFICATIONS & EXPERIENCE

- Bachelor's or Master's degree in a business or IT discipline with 2-5 years or work experience in the FMCG, Revenue Management, Project Management or IT, Customer Success focused role
- Experience of TPM and Revenue Management solutions a big plus
- Strong organizational skills, with demonstrated rigor and attention to detail
- Demonstrated interest in how software can be manipulated to achieve results
- Experience supporting, deploying, or integrating SaaS software is a big plus
- Database / SQL / technical skills is a plus
- Strong autonomy and self-discipline, with ability to work in a small team that is both local and global
- Open to occasional client visits (less than 20%)
- Excellent written and verbal communication proficiency
- Intensely curious about the industry, and/or fascination with technology services

If you wish to apply, please send a resume to recruitment@upclear.com, with "p201706.UK.CSM" in the subject.
Cover letter recommended but not required.