



Customer Success Associate (CPG Software) / Hong Kong

www.UpClear.com/Careers

JOB DESCRIPTION

A fantastic opportunity to join one of the world's leading niche-tech solution providers. Growing globally at +30% year-on-year, UpClear focus purely on delivering Software-as-a-Service to some of the biggest consumer brands and suppliers worldwide. This Customer Success Associate role is essential to enabling and configuring our solution to meet customer requirements, as well as ensuring existing deployments across Europe are successful by managing support requests.

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, this is a unique opportunity to join a vibrant SaaS company at an early stage and grow with our dynamic team.

RESPONSIBILITIES

- Use Agile Development methods to configure the software with the customer.
- Support existing customer implementations via regular meetings and online help desk management.
- Develop expertise in BluePlanner functionality across TPM, Analytics, and Optimization.
- Test new functionality based on customer and roadmap requirements before deployment.
- Contribute improvements to the product roadmap.
- Develop an understanding of the FMCG market and channel

QUALIFICATIONS & EXPERIENCE

- Bachelor's or Master's degree in a business or IT discipline with 0-2 years of work experience
- 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

Why UpClear?

- Develop SaaS consulting and implementation experience and expertise in the FMCG / Retail industry.
- Opportunities to grow within technical and other areas such as strategy, marketing, and sales activities.
- Get on the ground floor of a startup-like company that already has a global reach.

If you wish to apply, please send a resume to recruitment@upclear.com, with "p201801.HK.CSA" in the subject.
Cover letter recommended but not required.

UpClear

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