



Customer Success Associate (CPG Software) / New York

www.UpClear.com/Careers

ABOUT UPCLEAR

UpClear is a SaaS company with a global customer base that is changing how Consumer Packaged Goods (CPG) companies manage their Trade Promotions. UpClear's BluePlanner software is a best-in-class platform for Revenue Management, covering Sales Planning, Trade Promotion Management (TPM), Analytics, and Optimization (TPO). UpClear serves clients in 20 countries across America, Europe, Asia, and Africa from its primary offices in New York, London, and Hong Kong and branches in Singapore, France, and Australia. BluePlanner has been recognized by Consumer Goods Technology as one of the leading solutions for Trade Promotion Management and won the award for Customer Satisfaction Leader in 2016 and 2018. UpClear is growing at a rate of 30% per year and was recognized for the fourth year in a row as one of the 5000 fastest growing private companies by Inc.

JOB DESCRIPTION

The Customer Success Associate is essential to enabling our technology for our customers. In this role, you will configure the software to meet customer requirements as well as ensure existing deployments are successful by managing support requests. As we expand to support our growing client base, you will have opportunities to participate in other areas of the company, depending on your capabilities and interests. This is a unique opportunity to join a Software-as-a-Service company at an early stage and grow with our dynamic team, whether continuing to ensure client success, getting deeper into the technology, or working on business operations activities.

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.

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
- 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
- Experience supporting, deploying, or integrating SaaS software is a big plus
- Database / SQL / technical skills is a plus

Why UpClear?

- Develop SaaS consulting and implementation experience and expertise in the CPG / 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.US.CSA" in the subject.
Cover letter recommended but not required.



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