Client Success Manager (CPG Software) / London
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 Optimisation (TPO). UpClear serves clients in 20 countries across America, Europe, and Asia-Pacific from its primary offices in New York, London, Paris, and Hong Kong, and branch in Sydney. BluePlanner has been recognized by the Consumer Goods Technology publication as one of the leading solutions for Trade Promotion Management. UpClear is growing fast and has been recognized for the fifth year in a row as one of the 5000 fastest growing private companies by Inc.

JOB DESCRIPTION

One of our key differentiators is that we build relationships with our clients which allows us to grow and adapt with them after the project is over. You are centre of this relationship and responsible for ensuring a successful initial and on-going deployment of BluePlanner software to both new and existing CPG clients. As the primary point of contact, you work closely with clients through regular support and project calls, online shared spaces, and occasional travel to the customer's location to make sure all needs are understood and met. 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. You have opportunities for advancement as the company grows and you develop BluePlanner expertise and project management skills.

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 Optimisation.
- 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 with a minimum 3-5 years of work experience, including Business Analysis and Project or Account Management
- Strong autonomy, attention to detail, organisational skills, leadership skills, and interpersonal skills
- Excellent written and verbal communication proficiency
- Experience supporting, deploying, training and integrating software, ideally with SaaS
- Technical experience and/or knowledge of technical concepts such as Databases and Web Applications
- Understanding and experience with the Software Development Life Cycle and Agile methodologies
- Open to occasional travel for client visits (less than 20%)
- Thrives in a variable pace environment, moving from project work to client support to internal product development
- Comfortable working in unstructured situations and creating processes
- Experience within the Retail or Consumer Packaged Goods industries (as an employee, business consultant, or software / service provider) especially in Trade Promotion Management (TPM) is a big plus but not required

If you wish to apply, please send a resume to recruitment@upclear.com, with "p201901.UK.CSM" in the subject.
Cover letter recommended but not required.