



Job Description

Customer Experience Manager

We are looking for a self-motivated Customer Experience Manager to enable our customers' successful life-cycle with our innovative SaaS platform. The right candidate will be technically strong, with knowledge of Catastrophe Risk Analytics/Modelling, and enjoy solving complex problems with other talented people in a hands-on setting. S/he will be an excellent communicator, collaborative, and efficient.

Responsibilities include:

- Help to develop and maintain adoption/growth strategies and project plans for assigned customers
- Triage and manage customer/user support issues keeping all stakeholders apprised of status
- Balance advocacy of the customer with the objectives and capabilities of our company
- Coordinate and participate in customer-specific product demos, new user onboarding, and training sessions
- Liaise with product marketing to generate relevant and timely content to drive adoption
- Collaborate with sales and product management to guide enhancement of the platform by identifying the underlying issues and opportunities driving patterns of customer use and inquiry
- Oversee development and maintenance of client-specific technical documentation and other collateral.

Qualifications/Requirements:

Education and Work Experience:

- Bachelor's degree or higher (or foreign equivalent), in Computer Science, Computer Information Sciences, or related degree
- Work Experience: Minimum 10 years, including 2 years in enterprise software account management or client services setting. Insurance industry and/or consulting experience a plus
- Experience with following tools sets: Cat Models (RMS/ AIR/ EQECat/Other), SQL, Business Intelligence, and collaboration tools.

Specialized Knowledge, Skills, and/or Abilities:

- Demonstrated ability to effectively liaison with business and technical leadership
- Detail oriented and analytical
- Excellent written and verbal communication and presentation skills
- Thrives in a dynamic environment and can adjust priorities on-the-fly.
- Proficient in project management and comfortable with multi-tasking.