

Client Services Director

We're on a mission to transform insurance through the power of technology. Our next generation SaaS platform provides a single architecture that is uniting and strengthening the industry. Products, markets, channels and insurance parties come together seamlessly across all geographies. It's a new and exciting model, and it's shaping the future of insurance.

Our global office needs a Client Services Director to help us achieve our goals. You'll be part of an exciting and dynamic commercial team focusing on the entire software lifecycle and will work closely with our clients and our platform and design teams.

Job profile, skills and experience

- Responsible for the full PAAS lifecycle from commercial handover to market release and remain on board for the subsequent iterations planned within each customer's roadmap,
- Coordinate a multidisciplinary team of analysts, designers, software engineers & testers, usually spread across several offices and time zones,
- Organize key project activities such as discovery workshops, gap analysis & solution design, user acceptance and deployment in close collaboration with your customer's project management team
- Work continuously with technology teams to develop and maintain a detailed understanding of our solutions, and with customers to remain up to date with their products and processes,
- Organize platform handover to customer support team and support operations when relevant
- Improve our way of working by contributing to internal documentation, tools and processes aiming at more efficient future deliveries and risk avoidance
- Your career has had a customer centric focus around account management, business development and or sales and product management.
- You're confident leading product demos from a technical and commercial perspective.
- You have a strong digital project background, during which you have gained exposure to complex projects and products and the full project lifecycle and the management of multiple stakeholders across the APAC region
- You have experience working within an SAAS or PAAS environment and have the ability to work cross functionally with development, product management, sales and account management teams to achieve your objectives
- You have worked with JIRA and Confluence and you can clearly use other project management tools as well as Google/Office suite at a professional level

Our culture, your future

Working for Uncharted, you will be joining a global team with an exciting future. We are moving fast, taking technology to the limits, and reshaping the world of insurance. There's a creative energy and determination about everything we do, a collective commitment to transform an industry that is conservative, and tradition based.

That is why we need people who can share our vision, people with the conviction and qualities to make a real difference. Can you rise above the ordinary and the average? Do you have the drive and ambition to take insurance technology to new levels?

- You thrive on challenges and are never short of ideas and insights
- You see problems as opportunities to create something better
- You are confident working on your own initiative but are a committed team member who knows that great things can happen when the right people come together
- You take pride in your work – and the company you work for – and love being part of an organisation that has bold plans and innovation at its core

Other opportunities

We are always keen to speak to people with backgrounds and experience that could be valuable to Uncharted. So if this role isn't right for you, but you have other skills to offer, drop us a line at careers@uncharted.global

Note: Uncharted will not accept unsolicited resumes from recruitment firms. Nor will fees be paid if we hire a candidate for whom a recruiter has submitted an unsolicited resume.

We are an equal opportunity employer. Candidates will be judged entirely on individual merit.