

CLIENT ENGAGEMENT SPECIALIST - DYNAMIC TECHNOLOGY ENVIRONMENT

- Combine your sales, marketing and financial services experience
- Build and nurture key business relationships
- Dynamic and fast-paced technology environment.

The Company

Ultradata is a leading supplier of financial technology solutions in the banking and financial services industry. Since its establishment in 1977, Ultradata has successfully completed thousands of technology projects within the sector, and opened up offices in Australia, Malaysia and New Zealand.

With over 80 clients in Southeast Asia and the Oceania region, and a long track record of innovation in the core processing and digital banking technology space, Ultradata now enjoys the largest footprint in core banking, lending, and digital banking.

The Role

To be a facilitator, marketer and sales person, connecting our clients, both existing and new, to our broad suite of products and services. As a business development and client engagement specialist, you will successfully build and maintain positive working relationships with clients and internal stakeholders and provide a high level of customer service and product knowledge to them.

Consistently delivering on monthly sales targets, your success will also be measured by the way in which you develop a deep understanding of our products and services, so you can effectively match client needs with the right products and business solutions.

Specific accountabilities will include:

1. To act as the primary communication link between Ultradata and allocated clients, becoming their trusted advisor and first point of contact
2. Develop approved marketing strategies and account sales plans to achieve sales targets
3. Keep clients fully informed of the current and scheduled products and services offered by Ultradata, the activities of Ultradata including success stories, growth plans, and new innovations.
4. As trusted relationships develop, encourage clients to be reference sites for Ultradata
5. Maintain regular contact with clients through site visits (when possible) and phone and email contact. Develop a strong understanding of client organisational hierarchies, business priorities and key people
6. Understand the articulated business requirements of the client and communicate these to relevant teams within Ultradata
7. Monitor and communicate client satisfaction levels to the relevant Ultradata teams – and resolve any roadblocks or impediments standing in the way of success
8. Monitor the volume of support calls. If call volumes exceed expected levels, investigate why and introduce procedures to reduce the volume. This may include alternative business practices, training programs or improved issue resolution by Ultradata
9. Introduce, where appropriate, key Ultradata people to address issues as these arise from time to time, ranging from senior executives to technical gurus
10. Collate and refer to more senior management, suggested enhancements received from clients for possible inclusion into future product releases.

The Ideal Candidate:

- Degree qualified, as a minimum
- Demonstrated experience in financial services, fintech or technology environments
- At least five years in dedicated sales, account management or business development roles
- Able to quickly grasp the complexity of technology products and services
- Experience in demonstrating and providing solutions to varying client needs.
- Proven track record in meeting sales targets and objectives
- Excellent analytical and negotiation skills
- Excellent verbal and written communication skills including the ability to interpret technical data and discuss problems with clients using both technical and business terminology
- Able to effectively influence client stakeholders, including decision makers, management and senior staff.