

**Job Title: Key Account Manager**

**Company Name:** ValuEnable Pvt Ltd (A Zerodha backed Insurtech)

**Location:** Mumbai, Maharashtra

**Why Should You Consider Working (In this Role!) With ValuEnable?**

- We are a 4.5 year old well-funded, service focused insurtech venture, solving a USD 31 Bn per year customer retention problem for insurers. We work with 8 of the top 10 private Life insurers in the country helping them solve this problem.
- Founded by Actuaries with combined life insurance actuarial work experience of over 2 decades.
- One of India's most well-respected financial institute, Zerodha, is our lead institutional investor through its fintech investment arm, Rainmatter Fintech Investment
- You will work with significantly senior levels at our partners' end, helping address their specific requirements.
- You will be handling interactions with multiple internal and external stakeholders / clients. We promise your experience will only be enriched!

**Job Description:**

To keep pace with the fast growth and deepen our relationship across insurers, we are looking for a dynamic individual who can work across internal and external teams and further strengthen the existing relationship with insurers.

**Responsibilities:**

- Be the primary respondent to insurer's queries and coordinate with concerned stakeholders internally for a quick resolution and response to the same
- Operationalising business engagements by working closely with clients and internal stakeholders to launch Pilot and/or full engagement for the various Lines of Business (Content Engine, Delivery Center, etc.)
- Client / partner branch visits to drive Content Engine adoption and address user queries
- Coordinate with clients / internally for uploading CE data and drive internal usage of CE among calling processes
- Work cross-functionally with other departments such as Product Development, Operations, IT, Infosec, to ensure seamless coordination and communication regarding client issues or requests.
- Prepare regular reports and presentations on client support performance, trends and initiatives for management review.
- Preparing and publishing MIS / Dashboards, internally and with clients as required to drive Content Engine usage, etc.
- Sharing client users feedback on Content Engine internally to facilitate enhancements

- Preparation of MBR decks
- Track and audit client wise processes on key compliance requirement and prepare reports highlighting findings for implementing timely remedial.
- Work with internal teams, including tech and product, for User testing and share feedbacks on new deployments/ improvisations of the same
- Support the platform adoption at Insurer's end, conduct trainings and hand hold users and share regular reports of the usage
- Support new initiatives and other process related support items

**Requirements:**

- Bachelor's degree in science, commerce, arts, business administration
- Excellent analytical skills with the ability to critically evaluate information from multiple sources and identify underlying trends and patterns.
- Strong written and spoken communication and interpersonal skills, with the ability to effectively collaborate with stakeholders at all levels of the organization.
- Ability to learn quickly and have an analytical bent of mind