Client Success Analyst

Description

CAPE Analytics is the leading provider of geospatial property intelligence. CAPE provides instant property insights for millions of residential and commercial buildings by analyzing high-resolution imagery, property records, and novel data sources using computer vision and machine learning. With a mission to better understand and protect the built environment, CAPE provides property stakeholders with risk-predictive property attributes that are more timely, accurate, and objective than on-site inspections. Comprised of insurance, real estate, and data experts, CAPE is backed by leading venture capital firms and insurance carriers.A BIT ABOUT USSince our founding in 2014, CAPE Analytics has used machine learning and computer vision to pioneer a new form of property information, built specifically for the organizations that finance, protect, and invest in our homes and businesses. Our 50+ (and rapidly growing!) clients across insurance and real estate are leading a digital transformation to secure properties and livelihoods in the face of complex trends in housing and climate. THE OPPORTUNITYThe Client Success Analyst position is responsible for executing operational pre- and post-sales activities in addition to front line product support. This role specializes in pre- and post-processing, analyzing, and interpreting client data to provide high-quality deliverables to the client facing Solution Engineering and Client Development teams. The CS Analyst will work with various data sources, business intelligence tools, and CAPE proprietary tools to transform client data into meaningful information that can be used for product evaluations, historical claims analyses, and usage reporting in support of CAPEâ[][]s client facing activities.This remote position must be located within the US, ideally within EST, MST, or CST timezones.nWITHIN 1 MONTH, YOUâ[][]LLUnderstand how CAPE leverages its client facing systems Answer and/or triage client support requests Leverage CAPE client book processing tools to append CAPE information with client data for operational deliveries or pre-sales activitiesWITHIN 3 MONTHS, YOUâ[][]LLPerform basic data validation and analysis on client input filesUtilize Tableau and associated templates to produce exhibits to visualize the value of CAPE data to prospective or existing clientsDeliver polished slide presentations for client consumption using existing templates With guidance, enhance existing templates to fit the evolving needs of the CS teamWITHIN 6 MONTHS, YOUâ[][]LLHelp generate ad hoc analysis to assist client success, sales, product, and other internal teamsâ[][] pre-sales, client support, or reporting needs.Pinpoint streamlining opportunities for existing team processes, and work with team members to recommend solutions that would improve the operation efficiency of the overall CS teamIdentify potential reporting gaps both externally and internally; and support the effort to recommend, create, and implement solutions that help bridge these gapsTHE SKILL SETA Bachelor's degree in a related field0-2+ years of relevant experienceIntermediate problem-solving and analytical skillsAdvanced prioritization and organizational skillsAdvanced Communication skills â[][] Presentation skills and written communication skills, Experience communicating technical material to non-technical audiencesGreat attention to detailExperience with Python, SQL, or other scripting languages Experience with Salesforce, Confluence, and JiraExperience with Tableau products (Desktop, Server, and Prep), BigQuery, Looker Studio or Power BI is a plusPrior P&C insurance industry knowledge is a plusn$52,000 – $87,000 a yearCOMPENSATION & BENEFITS Cape Analytics believes in creating a more equitable environment for everyone, and is committed to standing against wage gap disparities that are widened by limited pay transparency. Positions at Cape may also include stock options, bonus opportunities, and/or variable incentive pay (commissions) to supplement your base earnings. Additionally, Cape offers top-notch insurance

options and competitive benefits- such as unlimited PTO, company outings, remote work capabilities and more! nTHE TEAMAs a member of CAPEâ??s Client Success team, you will work alongside a growing team of solution engineers, client success managers, and business intelligence experts with years of experience delivering products, support, and expertise to clients across the insurance and real estate industries. The Client Success team works across the organization, teaming with the enterprise sales team in the market along with internal product development and data science teams. We believe:*Talent is critical, but best when tempered with humility*Self-motivation leads to the best outcomes*Open, direct communication is a sign of respect*Teamwork drives success*Having fun together is an important part of the jobView our CCPA policy here***CAPE Analytics is an E-verify participant.***Please mention the word **REGARD** and tag RMzQuMjEzLjEzNS40OA== when applying to show you read the job post completely (#RMzQuMjEzLjEzNS40OA==). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts
Job listing via RemoteOK.com