

Position: Client Onboarding Project Manager - Cloud Insurance Platform

Location: Norway

Employment Type: Full Time

Hiring requirement: 01

Job Description:

Overview: We are seeking an experienced and detail-oriented Project Manager to join our team as a Client Onboarding specialist for our Cloud Insurance Platform, Seamless. As the key point of contact between our clients and internal teams, you will be responsible for overseeing the onboarding process, ensuring that new clients experience a smooth transition onto Seamless.

Key Responsibilities:

1. Project Planning and Execution:
 - Develop and execute project plans for client onboarding, outlining milestones, timelines, and deliverables.
 - Coordinate with the product, development, and support teams to ensure the successful, timely and in-budget onboarding onto Seamless.
2. Client Communication:
 - Act as the primary liaison between the client and internal teams, maintaining clear and open lines of communication.
 - Provide regular updates to clients on project status, addressing concerns, and managing expectations.
 - Effective communications for clients who are start-ups to those with established processes and existing customers and insurances requiring migration.
3. Customization and Configuration:
 - Work closely with clients to understand their unique requirements and manage the configuration of Seamless to meet their specific needs.
 - Collaborate with product and development teams to implement any necessary customizations or enhancements.
 - Manage the scope and change requests raised during the on-boarding process.
4. Training and Support:
 - Manage training sessions and workshops for clients, ensuring they have a thorough understanding of the platform's features and functionalities.
 - Provide ongoing support during the onboarding process, addressing any issues or concerns promptly.
5. Quality Assurance:
 - Ensure internal quality control is meeting expected standards.
 - Collaborate with internal QA team to ensure the client has an appropriate user acceptance plan.
 - Identify and address any issues or bottlenecks that may arise during the onboarding phase.

Qualifications:

1. Essential
 - Bachelor's degree in business, Project Management, or a related field.
 - Proven experience as a Project Manager within the insurance industry, preferably with recent client onboarding experience
 - Strong understanding of project management methodologies.
 - Excellent communication, negotiation, and problem-solving skills.
 - Ability to manage multiple projects simultaneously and prioritize tasks effectively.
 - Familiarity with Agile methodologies.
 - Self-motivated and able to work remotely.
 - Able to travel within the Eurozone.

2. Good to have -
 - Experience of delivering cloud-based solutions that are multi-tenant.
 - Migration of existing insurance portfolios
 - Used JIRA and Confluence
 - Basic understanding of AWS
 - Worked with or in Scandinavian companies.