

Company Name Surefyre

Company Address 3053 Fillmore St #346

City San Francisco State CA Zip 94123

Company Website https://surefyre.co/

Company Description

Surefyre is a highly configurable submission, rating, and policy administration platform for modern P&C MGAs, wholesalers, and carriers. We are a growing startup with a fantastic team and customer base.

Representative Name Alex Bautista

Phone (646) 719-3210 Email abautista@surefyre.co

Open Position Insurtech Implementation Specialist

Description of Responsibilities

See next page

Required experience

See next page

Location of the position Remote or hybrid

City San Francisco State CA Zip 94111

Salary Info \$80k - \$100k

Date Available 8 / 8 / 2023

How to inquire about this position:

email abautista@surefyre.co

Send Completed Form to: Ray Scotto, Executive Director, TMPAA • Email: ray.scotto@targetmkts.com

Surefyre is a growing insurtech startup looking for a new services team member who has experience with P&C underwriting and SaaS software implementations. You'll be working closely with project managers and customers, documenting and guiding customer requirements, translating conversations into executable tasks, handling complex SaaS configuration work, helping to manage implementation projects, and establishing lasting relationships with customers. This position has a lot of room to grow including potential for leadership roles in the future.

Key responsibilities include:

- Support the full lifecycle of enterprise SaaS implementation projects from kickoff to post go-live
- Evaluate customer needs and translate them into configurable requirements
- Semi-technical configuration work within a low-code insurance SaaS platform
- Configure and test customer requirements
- Assist with all go-live activities including documentation and training
- Develop strong professional relationships with customers
- Work with the technical implementation team to ensure technical configuration requirements are understood and completed
- Work closely with product & engineering team to ensure relevant customer feedback is considered in the roadmap and feature/bug prioritization

Required:

- 2+ years experience in the P&C insurance industry (e.g. agent, underwriter, system admin)
- Strong knowledge of P&C insurance industry value chain and operations
- 2+ years directly or indirectly supporting insurance system design or administration
- Strong aptitude for computers, software, and developing technical software skills
- Experience managing or working with enterprise software
- Technical or non-technical software configuration experience
- Ability to efficiently manage multiple accounts / projects simultaneously
- Excellent interpersonal, presenting, and organization skills
- Ability and desire to work in a high energy and rapidly evolving B2B software startup environment
- Proactive self-starter who can comfortably and respectfully speak their mind, manage shifting priorities, empathize with customers, and do the right thing

Desired:

- 2+ years of enterprise SaaS implementation experience
- Familiarity with API integrations and JSON