



Job title	Managing Director - Customer Insights
Location	Jakarta, Indonesia

Company Description

Our client is one of the top grocery delivery companies in Southeast Asia. Headquartered in Indonesia, they are rapidly expanding to bring the business to all countries in region. The company is aiming to be the most reliable service provider in Asia.

Job Purpose

We are looking for a hands-on and data driven Managing Director to lead our new SaaS product. Your focus will be on establishing the product in the market and accelerating its growth, while constantly improving it. You will build a qualified team around you in order to support you in achieving these goals, so leadership qualities are of high importance

Duties and Responsibilities

- Building a capable team of account managers, product managers, and data analysts.
- Scaling and further developing the product based on market feedback.
- Selling the product to our key customer groups.
- Identifying, setting and revising KPIs.
- Formulating pricing strategy and business plan.
- Communicating with clients to understand and document their business objectives.

Candidate Profile

- Senior Customer Insights / Market Research Expert.
- 5 years of experience in FMCG or Market Research sector (preferably both).
- Experience with grocery retail and/or eCommerce would be of advantage.
- Experience in Sales / Key Account Management.
- Exceptional written and oral communication abilities.
- Strong analytic skills with experience in statistical modeling and analysis.
- Academic and practical experience with a wide array of new product, brand, advertising and customer satisfaction research methodologies.
- Experience in building and managing a strong team of highly qualified employees.

Approved by:	(on behalf of CEO)
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