

We are helping fight financial crime.
in the cloud.
all over the world.
using AI.
Come and join us to make a difference.

neterium.io/jobs

Product Experience Manager (EU/Remote)

About us

Fighting financial crime (e.g., terrorism financing, money laundering, human trafficking...) is of paramount importance. International regulations require all financial service providers to implement financial crime compliance programs, and fines for breaches of compliance are extremely high.

Our ambition is to become a global leader in Financial Crime Compliance, offering advanced technology solutions to international clients and an attractive working environment for top talents.

We are looking for a seasoned Product Experience Manager to join our fast-growing team. Reporting to the Head of User Success, Kristina Haag, your role is key to enable our users maximize the value of our screening API, drive technical adoption, accelerated value and continued maturity. You will work closely with our Product and Business teams to educate and engage our user community and deliver a great product experience.

Your responsibilities

- Build and own the ongoing technical relationship with our user community
- Take ownership of the full user journey, from first steps in the sandbox, over evaluation and integration until production
- Help users successfully implement our API, and empower them to continuously mature their use of the API
- Identify pain points, and loop back user feedback to Product and Development teams
- Provide excellent service and support to ensure users' success and retention
- Maintain good knowledge of Neterium's product use cases and clients' contexts

Your skills and experience

- Mandatory: Minimum 5+ years of experience in Sanctions/Watchlist screening and technical implementation aspects
- Very good understanding of customer relationship and product advocacy (experience as presales, support, product management or consultant is preferred)
- Good understanding of REST API concepts and usage (Postman, JSON)
- Excellent communicator (written and verbal skills), with demonstrable customer communication and coordination efforts, and the ability to understand complex technical ideas and translate them to nontechnical stakeholders
- Natural problem solver, with a high level of intellectual curiosity, and love working amongst a team to solve those problems
- Ability to maintain a high level of productivity, and work effectively under the pressure of time constraints in a fast-paced, complex, and collaborative environment
- Ability to adapt to a changing environment and handle multiple competing priorities
- Excellent knowledge of English (written and spoken), other languages are a plus
- Curious and autonomous
- Ability to operate inside a security-aware culture

What we offer

- The agile and fast-moving environment of an international startup
- The ability to meaningfully contribute to the global fight against financial crime
- Compelling salary package
- Remote working role based in Europe

How to apply

Please contact Kristina Haag, Head of User Success, kristina.haag@neterium.io.