



Change the world, **one act at a time.**

Data-driven Customer Experience Manager

Around the world, people, society, governments and businesses are growing conscious of the impact that our actions are having on the planet and its inhabitants, and are rallying for change. Companies and brands have the opportunity to send a clear message that they are a force for good, beyond profit. Companies are in a unique position and have immense potential to engage their employees for good.

At Alaya, we empower people to change the world, one act at a time. We believe that everyone can make a difference, no matter how small it may seem. We make corporate giving and employee volunteering easy, customisable, and measurable, while driving outcomes that matter to companies, employees, and non-profits across the globe. Offering a Software-as-a-Service (SaaS), our technology and world-class service enable companies to build a compassionate, purpose-driven culture and engage employees while serving the community—all through one platform.

To grow our team of 17 people, we are looking for a Data-driven Customer Experience Manager.

Key Responsibilities

You will be part of the Customer Success team and, after an initial training, your main objectives will be to:

- Understand our stakeholder needs (Companies, employees and NGOs) to deliver more values
- Create a wonderful experience for users, companies, and non-profit partners
- Reduce our Churn MRR
- Increase our Upsell MRR
- Think of a highly scalable support process and implement it
- Increase the impact created by the company and its employees
- Grow customer lifetime value

Among other tasks you will be involved in the following activities:

- Deep dive into analytics
- Conduct A/B testing campaigns to users
- Set up the right technology to improve our support system
- Find creative ways to boost the engagement of users on the platform
- Provide product support
- Take feedback from users to improve our service
- Aggregate data from user behaviours on the platform and identify trends in the customer experience.
- Brainstorm new solutions and services together with the management team

Benefits

This is a permanent, full time, position in a fast-growing start-up. You will be expected to take responsibilities by learning and proposing new solutions and alternatives to the team.

You will be part of a young and motivated group of people who are passionate about making a difference in the world. We offer a great work environment, a challenging and motivating role with the possibility of taking more responsibilities as the company evolves.

You'll be joining a start-up in a very exciting stage, of rapid growth and international expansion. You'll join the company after a successful Series A investment and sky is the limit!!!

Who we are looking for

The role could be based in Gland in Switzerland, Paris. London or another relevant market.

The ideal candidate would:

- Have experience in a SAAS startup (B2B or B2C)
- Be really at ease with technology and love data

- A bachelor's degree in business management, Technology or a related field
- Be fluent in English, with perfectly written skills. German or French is a plus.
- Be an entrepreneur willing to create processes and scale a team

You live the Alaya Values!

- Passion: You inspire others. You care deeply about Alaya's success and your colleague's success. You celebrate achievements!
- Innovation: You re-visit issues to discover practical solutions to difficult issues. You challenge assumptions and suggest better solutions. You keep it simple.
- Performance: You accomplish great amounts of important work. You demonstrate strong performance, above your peers, and colleagues can rely upon you. You make mistakes. But learn quickly from them!
- Ethics & Respect: You make no compromises when it comes to ethics. You don't hide information, you never lie, you don't jump into conclusion without sufficient information. You always respect everyone around you, no exception.
- Curiosity: You learn quickly and eagerly. You seek to understand our business, strategy, users.
- Fun: You bring happiness to work and make people around you happy. You make jokes, and accept jokes. You're pleasant to work with.

Most importantly, you have a passion for doing good and engaging people to change the world for the best.

Interested? Please send your CV to career@alayagood.com

