



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

## Customer Success Manager Based in Barcelona

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 nonprofits 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 25 people, we are looking for a Customer Success Manager.

### Key Responsibilities

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

- Create a wonderful experience for users and companies
- Look after our corporate partners for a successful lasting relationship
- Increase the impact created by the company and its employees
- Grow customer lifetime value
- Build a strategy with your client's portfolio and make sure the onboarding phase is a success.

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

- Define a roadmap with clients and set metrics to ensure the partnership is a success
- Help companies to launch Alaya internally
- Match companies and employees' preferences with charities' needs
- Support and facilitate events such as field volunteering, fundraising and collections
- Find creative ways to boost the engagement of users on the platform
- Provide product support
- Take feedback from users to improve our service
- 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 is based in Barcelona.

The ideal candidate would:

- Have a previous service-based experience, or simply a passion for working with people and the will to develop your soft skills
- A bachelor's degree in management, administration, marketing, international relations or a related field
- Fluent in English, with perfectly written skills, and any other languages a plus

- Be able to hold his/her ground when facing a stressful situation and find creative solutions to ensure the best customer service.

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](mailto:career@alayagood.com)

