



The Zurich-based HealthTech and InsurTech company dacadoo, named “Cool Vendor in Insurance 2021” by Gartner, licenses its Digital Health Engagement Platform and its health risk quantification solutions to leading life & health insurers globally in a B2B2C go-to-market approach. Available in 18 languages, dacadoo’s technology is provided as a fully branded, white label solution or it can be integrated into customers’ products through its APIs. dacadoo operates worldwide with over 110 employees across various locations in Europe, North America, and Asia-Pacific.

For our Zurich office or Home Office, we’re looking for a:

## Customer Success Manager (m/f) - 100%

and you will report to the SVP for customer success and partnership.

dacadoo’s award winning digital health engagement platform technology has been launched among large life and health insurance companies and corporate health providers all over the world. We are looking for an experienced professional, who can lead our Customer Success & User Engagement initiatives to support our customers in planning, launching, building, growing and maintaining their user populations. The success of our local and global customers is our highest priority, and we want to support our customers pro-actively using user analytics, engagement propositions, tools, and processes to maximize their success and monetization strategies. Through pro-active advice and consulting on go to market strategy, designing of user engagement strategies to maintain active users and re-engage dormant users, share best-practices, monitor performance with user data analytics, and recommendation of practical ideas to maintain and improve usage of the service.

### Your Role

- Pro-actively support dacadoo’s clients using user analytics, engagement propositions tools, processes, etc. to maximize their success and monetization strategies
- Apply a data-driven approach with clients, using key engagement metrics (usage, retention, engagement) to review performance of the service, and suggest engagement strategies that will help improve key metrics from insurers (client retention, client acquisition, sell more, cost efficiency, and claims reduction)
- Design user engagement strategies to activate users, maintain active users and re-engage dormant users
- Share best-practices and experiences from other dacadoo clients in different markets
- Design and perfectionate clear engagement processes and tools that is applicable to each client
- Test new ideas and new functionalities directly on dacadoo’s own Digital Health Engagement Platform to obtain first valuable feedback
- Develop a sound understanding of how to monetize users and data across distribution, marketing, product, and underwriting

- Support the dacadoo sales teams how to retain, grow and maintain the overall dacadoo business with existing customers
- Provide regular reports to direct superior and the leadership of dacadoo
- Build strategic relationships and partner with key industry players, agencies, customers, and relevant stakeholders (e.g., behavioral scientists) and acquire key knowledge and experience in this strategic field

## Your Profile

- A bachelor's or master's degree in business administration, marketing or strategy
- At least 5-7 year's working experience in a Consulting, Customer Success (e.g., customer loyalty club or e-commerce), Digital or Consumer Engagement or related digital business consulting role
- Sound process skills and a consultative and outcome-driven mindset. Strong organizational, execution, presentation & communication skills
- Hands-on, independent, and 'can-do' attitude
- Have proven experience of managing B2B and B2C marketing engagement campaigns
- Fluent in speaking and writing English and further languages considered as a plus
- Team player with high level of flexibility, able to work under pressure
- Willingness to travel

## What we offer

- Multi-cultural and international working environment
- Open corporate culture with a lot of personal responsibility
- Supportive and collegial environment
- Employees "get together" events
- Learning by doing
- A job where you can have a real impact on the success of clients and of dacadoo

Pius Hefti, HR Manager looks forward to receiving your complete application to [careers@dacadoo.com](mailto:careers@dacadoo.com).