

Manager of Customer Advocacy

Description

Apply now for a career that puts wellbeing first! GET TO KNOW US Wellhub (formerly Gympass*) is a corporate wellness platform that connects employees to the best partners for fitness, mindfulness, therapy, nutrition, and sleep, all included in one subscription designed to cost less than each individual partner. Founded in 2012 and headquartered in NYC, we have a growing global team in 11 countries. At Wellhub, you have the opportunity to build a career in a high-growth tech company that places wellbeing at the foundation of its culture and contributes to making every company a wellness company. *Big news: Gympass is now Wellhub! We are thrilled to announce our rebranding as Wellhub, marking a significant milestone in our journey. This transformation reflects our evolution from a â??pass for gymsâ?? to a comprehensive employee wellbeing solution. With our refreshed identity, we are poised to embark on an exciting new chapter of growth and expansion. We are elevating our offerings, including a completely new app experience and an expanded network of wellbeing partners. Learn more about it here. THE OPPORTUNITY We are hiring a Sr. Manager of Customer Advocacy on our Communications team, based in SÃ£o Paulo. In this role, you will be responsible for building and managing a global customer advocacy program, engaging and building community with our customers as advocates of the Wellhub brand and champions of wellbeing. If you have a passion for crafting compelling stories and working with some of the worldâ??s most innovative companies, we invite you to apply to join our dynamic and fast-paced team. This position reports directly to the Vice President of Communications. YOUR IMPACT Build a global strategy, programs, and processes to deploy customer advocacy at scale. Identify and gather customer success stories that focus on the positive impact Gympass has on our customers, emphasizing business growth, increased productivity, employee engagement and wellbeing, and other strategic outcomes. Oversee the creation of multimedia content, including written articles, videos, testimonials, and visuals, to bring these stories to life. Collaborate closely with sales and marketing teams to ensure that business impact stories are seamlessly integrated into campaigns, sales collateral, and marketing materials, targeting HR leaders and executives as key decision-makers. Foster relationships with HR leaders and business executives within our customer base, leveraging their voices to drive organic growth, referrals, and advocacy for Gympass' business impact. Ensure that business impact stories align with Gympass' brand values, messaging, and communication standards, specifically tailored to resonate with HR leaders and business executives. Live the mission: inspire and empower others by genuinely caring for your own wellbeing and your teamâ??s. Bring wellbeing to the forefront of work, and create a supportive environment where everyone feels comfortable taking care of themselves, taking time off, and finding work-life balance. WHO YOU ARE Solid career track in marketing, communications or customer advocacy experience (wellness/fitness experience is not necessary, but a plus). Ability to develop and execute strategic customer advocacy plans aligned with business objectives. Proven ability to build strong relationships with customers, internal teams, and external partners. Familiar with creating high-performing assets for sales and marketing teams. Excellent writing, editing, and proofreading skills with a keen eye for detail. Proven ability to manage and successfully balance multiple, competing priorities simultaneously with autonomy in a fast-paced, ambiguous, complex, and dynamic environment. Ability to articulate complex concepts clearly and concisely. Passionate about promoting health and wellness to change behaviors for the better. Fluent in Portuguese and English. â??This is a remote position, preferably located in the SÃ£o Paulo metro area. We recognize that individuals approach job applications differently. We strongly encourage all aspiring

Hiring organization

Wellhub

Job Location

SÃ£o Paulo, SÃ£o Paulo, Brazil

Base Salary

\$ 57500 - \$ 105000

Date posted

June 7, 2024

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applicants to go for it, even if they don't match the job description 100%. We welcome your application and will be delighted to explore if you could be a great fit for our team. For this specific role, please note that prior experience in marketing, communications, or customer advocacy and an advanced level of English are mandatory requirements

WHAT WE OFFER YOU

We're a wellness company that is committed to the health and wellbeing of our employees. Our benefits include:

WELLNESS: Health, dental, and life insurance.

FLEXIBLE WORK: For most, this will be a hybrid office/remote structure but can vary depending on the needs of the role and employee preferences. We offer all employees a home office stipend and a monthly flexible work allowance to help cover the costs of working from home.

FLEXIBLE SCHEDULE: We understand that together, Wellhubbers and their leaders can make the best decisions for their own individual scopes. This includes flexibility to adjust their working hours based on their personal schedule, time zone, and business needs.

WELLHUB: We believe in our mission and encourage our employees and their families to take care of their wellbeing too. Access onsite gyms and fitness studios, digital fitness programs, and online wellness resources for meditation, nutrition, mental health support, and more. You will receive the Gold plan at no cost, and other premium plans will be significantly discounted.

PAID TIME OFF: We know how important it is that our employees take time away from work to recharge. Vacations after 6 months and 3 days off per year + 1 day off for each year of tenure (up to 5 additional days) + extra day off for your birthday.

PAID PARENTAL LEAVE: Welcoming a new child is one of the most special moments in your life and we want our employees to take the time to be present and enjoy their growing family. 100% paid parental leave of 6 weeks to all new parents, of both biological and adopted children, regardless of gender and parent's relationship with the co-parent.

Also extended maternity leave under local legislation

CAREER GROWTH: Outstanding opportunities for personal and career growth. That means we maintain a growth mindset in everything we do and invest deeply in employee development.

CULTURE: An exciting and supportive atmosphere with ambitious people from around the world! You'll partner with global colleagues and share in the success of a high-growth technology company disrupting the health and wellness space. Our value-based culture of trust, flexibility, and integrity makes this possible every day. Find more info on our careers page! And to get a glimpse of life at Wellhub! Follow us on Instagram @wellhublife and LinkedIn! Diversity, Equity, and Belonging at Wellhub

We aim to create a collaborative, supportive, and inclusive space where everyone knows they belong. Wellhub is committed to creating a diverse work environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, sex, gender identity or expression, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status, or any other basis covered by appropriate law. Questions on how we treat your personal data? See our Job Applicant Privacy Notice. #LI-HYBRID Please mention the word **SAVIOR** and tag RMTUyLjU4LjE2LjMz when applying to show you read the job post completely (#RMTUyLjU4LjE2LjMz). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via [RemoteOK.com](https://www.RemoteOK.com)