



About VORN

Personal health and precise monitoring are key to improving performance. VORN supports you in this. Our wearable combines highly developed measurement technology with functional wearer comfort and ensures secure data processing.

As the central intelligence system, the VORN Core ensures precise collection and processing of all motion and vital data. A built-in mobile communication processor enables independent and direct data transmission and so sets new standards in data security.

Junior Customer Relationship Manager

As a Junior Customer Relationship Manager your responsibilities are:

- Defining our retention marketing strategy and CRM approach, including the definition of KPIs, customer segmentation and the customer journey
- Providing holistic, committed, and reliable advice and support to our customers
- Receiving customer concerns and complaints and documenting customer contacts in the system
- Supporting customers throughout the entire customer journey
- Planning and implementing data-based CRM campaigns
- Monitoring the effectiveness of all CRM campaigns and activities and creating regular reports with suggestions for improvement (e.g. retention rate, customer lifetime value, customer trends, returning customers)
- Managing the integrity of CRM data and optimize its use to improve email and CRM performance.

VORN

What you can expect:

- A challenging, creative, responsible, and fulfilling job with development potential
- An experienced team of highly motivated professionals in brand building and engineering, deeply rooted in the sports industry
- High degree of freedom
- Well equipped with latest tools and technologies

What we're looking for:

- Passionate about delivering exceptional customer experiences with a drive to stay current on email marketing technologies, CRM, and consumer trends
- Concrete experience working with CRM, newsletter, or marketing automation tools.
- 2+ years of experience in end-user related communications
- Excellent written and verbal communication skills both in English and German (French and/or Italian are a plus)
- Knowledge on data privacy regulations is a plus

If you're Born to be VORN, please send your complete digital application via email to: ap@vorn.swiss