



CUSTOMER SUCCESS INTERN JOB VACANCY

What we are looking for:

A Customer Success Intern to train and support our existing clients. Your role will be essential to client retention by continuously ensuring that clients receive the information they need and are redirected to the right resource/content to make the most of the platform.

- **When? Starting date:** As soon as possible
- **Where? Location:** London, UK/Valencia, Spain

You will:

- Be the Datamaran expert! Know Datamaran, its use cases and users inside and out.
- Collaborate with an experienced team and engage with our extensive, international network
- Support clients in using Datamaran throughout their subscription for their materiality analysis, benchmarking, research
- Relay client feedback to Customer Success Manager and Product team
- Online chat support: answer questions, understand client needs and redirect clients to the right people internally if needed,
- Support the certification program: create certification platform accounts, send reminder/encouragement emails, help with technical issues, collect feedback, keep certification data up to date, update dashboard
- Support the knowledge base content creation
- Identify opportunities for Account Based Marketing
- Support the maintenance of our Customer Success Management (CSM) tools: Salesforce and Hubspot (data entry, update)

Academic Background:

- Corporate Social Responsibility/Sustainability: understanding of reporting frameworks and requirements, strategy development, materiality assessment
- Risk management, including: ERM process, risk mapping, risk categorization, risk assessment
- Responsible investment / ESG analysis: portfolio assessment, company screening/analysis, strategy development
- Business/Management

Key Skills and competences:

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- Highly proficient in applications such as Excel, Powerpoint.
- Knowledgeable in document formatting/design
- Excellent written and verbal communication skills in English
- Detail-oriented and highly organized
- Ability to work autonomously
- Affinity with technology and keen to learn the tech lingo
- Strong work ethic
- Results-oriented team player
- Excellent communication and problem-solving skills

Desirable but not compulsory:

- Data visualization
- Other languages are a plus, especially European languages
- Consulting experience

About us:

We are Datamaran: a fast-paced, energetic and high-growth technology company.

Our cloud based platform Datamaran enables a business process for continuous issues monitoring fully owned by the sustainability and risk teams. It harnesses technology to support decision-makers with an improved materiality analysis process – one that seamlessly integrates into Enterprise Risk Management (ERM) and corporate strategy.

We are headquartered in London - with offices in New York City and Valencia - and serve large corporate and investor clients all over the world!

Our mission is to positively impact the world by helping businesses to ensure continuous resilience through evidence-based decision-making.

We use cutting-edge AI technology - and we hold ourselves to the highest standards of quality - always.

Our team comes with a diverse experience in technology, big data, ESG, law, finance and risk management.

Such a unique mix makes Datamaran a unique workplace, and a close-knit one.

Our values:

Performance-driven

We have different backgrounds, we are from all around the world and we have diverse expertise. What unites us is our focus on performing at our best, continuously learning and thriving as we face new challenges.

Collaborative

We are a close-knit team who support one another with the bigger vision in mind. We think two heads are better than one, and we consult with and support our colleagues to find the best solutions for our clients.

Committed

We are an ambitious company with a mission to put sustainability risk on the radar of every business – and we are passionate about using the latest technology and our creativity to achieve that.

Agile

Change is a constant, and we are ready to bend and flex to adapt to the external environment and jump on opportunities. Our vision is clear, but the path to get there may change; we are excited about every twist and turn.

Benefits:

And in return we offer a competitive salary, career progression and additional benefits, including:

- A dynamic and international work environment
- Subsidised meals
- Free snacks

Please send your resumé and cover letter to hr@datamaran.com