



Position: Customer Growth Executive

Stranger Soccer is a Singapore-based sports startup launched in 2016, and experiencing explosive growth. In two short years, after launching a revolutionary platform for on-demand soccer, we have amassed over 6,000 games and connected more than 100,000 players. We continue to grow and expand, having recently launched in Malaysia. We have recently taken on new investors, and are crystallizing our plan to scale exponentially to gateway cities throughout Asia, as well as Europe and the U.S. We welcome you to gear up and join our team!

The Opportunity

You will be a key member of the team of this fast growing startup, focused on growing our customer base and ensuring they are happy enough to keep coming back. Working out of our new brand new office in Bugis, you will be the #2 to our Head of Customer Growth and Relations. You will also work closely with our Founders and CEO and others. Your main KPI will be to make sure this business grows. Along with the Head as well as a team of three overseas customer service assistants, your focus will include:

- Driving high level of “occupancy” of existing games by monitoring and taking creative action as needed;
- Engaging with new customers to make sure they become regular users
- Using other creative tactics to build and create sustainable sales, including overseeing the “Ambassador” program
- Ensuring customers have an outstanding experience, focusing on overseeing the game “hosts”, and recovering any service issues

Job Requirements

- Bachelor’s degree preferred
- 1-3 years relevant experience, especially in sales
- Extensive knowledge in the local football scene an advantage
- A can-do attitude with focus on achieving results
- Strong written and verbal communication skills
- An entrepreneurial spirit; motivated by being part of the early team in an explosively growing startup and working in a dynamic and fast moving environment
- Proficient in office software applications including MS Office

Email: recruitment@strangersoccer.com with subject line “CUSTOMER GROWTH EXECUTIVE”