



Vivior AG
Technoparkstrasse 1
8005 Zürich
Switzerland

Customer Activation Manager

Vivior is a Swiss digital start-up founded in 2017 by a group of experienced eye care professionals. The company offers a novel wearable device – the Vivior Monitor – to objectively measure visual behavior prior to vision correction interventions. The system collects daily activity data from customers and patients, processes these data in the cloud, and analyzes the lifestyle patterns using machine-learning algorithms. This ground-breaking combination allows to understand better the needs of customers and patients and enables eye care professionals to offer optimal personalized solutions to them. The goal is to achieve better vision comfort for customers and patients based on the data generated by the Vivior Monitor.

To strengthen our team and intensify our interactions with customers, we are looking for a Customer Activation Manager to:

- Perform customer analysis to identify trends and opportunities to generate revenue
- Build positive relationships with customers to maintain and build the customer base
- Monitoring and maintaining customer satisfaction
- Handling customer complaints
- Managing customer communications related to new products and services
- Collaborate with sales team to personalize marketing and sales interactions
- Adaptation and further development of the sales documents and other marketing measures
- Strengthen customer loyalty
- Ensure customer satisfaction
- Use social media to address customers
- Understand the competition

Your Profile

- Certified optician or optometrist
- Experience in sales or customer service
- Knowledge about CRM tools
- Interest in technology
- Proficiency in Microsoft Office
- Organizational skills
- Customer orientation
- Languages needed: German and English

Are you interested? Please send your cv to Andreas Kelch, Head of Sales & Marketing Vivior at andreas.kelch@vivior.com