

Strategic Growth Manager

Nationwide Position

Apply at cariloop.com/careers

About Cariloop

Our vision is lofty: to create the global standard for the way we support caregivers, families, and each other. We envision a day when care challenges no longer stand in the way of anyone's ability to be present with their loved ones.

To achieve this vision, we need people who care deeply about their crafts and about how each of us works together to collectively help relieve the stress and anxiety felt by all caregivers. Our team's commitment is to celebrate each person for who they are, what makes them unique, and embrace one another for what we each stand for, what we're passionate about, and the core values we hold dear. We're building a Culture of Care because we ultimately believe the way we care for others should be a reflection of the way we care for our team.

Joining Cariloop means embarking with us on this journey to be mindful of the moments we create for others and to transform the way we care for each other. If you're ready to apply your craft to help transform how we care for each other, we hope you'll join us.

Description of Role and Requirements

To help accelerate this effort, we are looking for a Strategic Growth Manager to join our team and be a key driver in our next phase of growth. As a member of our Customer Experience team, you will be in the exciting and rewarding position of introducing a game-changing solution to employers and organizations of all sizes that ultimately pairs their team members desperately Google-searching for healthcare answers at their desk all day long with the compassion and professionalism of one of our Cariloop Care Coaches. We believe that NO ONE should ever have to go through caregiving alone, and with your help and leadership, we're going to make sure our nation's workforce knows that they don't have to.

Our ideal candidate has previously been a part of a high-growth environment and can be flexible as things evolve and change in the months and years ahead of us. They are open and collaborative, confident and compassionate, integrity-fueled and team-oriented, and a self-starter – they are definitely not too proud to roll up the sleeves and do some of the dirty work!

Responsibilities

- Remain mission-driven in each strategy discussed, each task completed, and each success celebrated
- Represent Cariloop to the best of your ability and provide a level of service the industry has never experienced before
- Display servant leadership where our team members, customers, partners, and members come first
- Contact prospective customers via email, phone, social media, etc. to set up meetings, demos, or other visits as applicable, then following up in a timely manner
- Create proposals and price quotes for prospects and work with their teams to address questions or concerns regarding budgeting, IT, privacy, security, implementation timelines, employee engagement, etc.
- Close new business deals with customers

- Oversee the successful implementation of Cariloop’s platform for new customers and facilitate kickoff meetings to bring all the internal/external stakeholders together
- Collaborate with the Cariloop Storytelling, Engagement, Engineering, Design and Care Coaching teams to ensure a best-in-class experience for our customers and their employees before, during, and after implementation
- Update job knowledge by participating in educational opportunities (reading professional publications, maintaining personal networks, participating in professional organizations, etc.)
- Attend industry conferences, meetings, and events to represent Cariloop as a brand ambassador for Caregiver Support

Credentials/Experience

- Experience in a caregiving role (either direct or indirect) allowing for true empathy for what a family goes through
- Minimum Bachelor’s Degree and 5+ years of applicable Sales, Marketing, or Business Development experience
- Experience selling to HR/Benefits/Wellness professionals or Healthcare Carriers/Providers highly preferred
- Strong written/oral/visual communicator— must be comfortable presenting in front of groups and having empathetic, personal conversations with customers, partners, and employees about their caregiving situations
- Thrives in a fast-paced and rapidly evolving environment with a proven ability to adapt.
- Ability to be a hands-on, action-oriented leader who isn’t afraid to work across all aspects of our organization to rally our team and get the job done
- Organized self-starter—comfortable with self-managing and bringing up ideas that contribute to the team’s objectives and goals
- Willingness to travel based on the needs of our prospective customers and partners
- Preferred experience with: Salesforce, LinkedIn Navigator, ZoomInfo, Trello, Slack, and other sales or collaboration tools
- Understanding and high comfort level with the use of technology products and services, such as (but not limited to):
 - Content creation tools – Word, Excel, PowerPoint, Keynote
 - Google workspace – Sheets, Docs, Drive
 - Social Media tools – LinkedIn, Twitter, Facebook
 - Email/Calendar tools – Gmail, Outlook
 - Video Conferencing Platforms – Zoom, Teams, Skype