

Poland Jobs Expertini®

Loyalty Expert (Gamification) - Full- or Part-Time

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Company: openloyalty

Location: Warsaw

Category: architecture-and-engineering

We are looking for **loyalty expert experienced with gamification mechanics (streaks, leveling, badges, leaderboards etc.)** who will join our expanding Open Loyalty team and help us build the best loyalty engine on the market and make our enterprise clients successful.

This role may be full- or part-time.

What is Open Loyalty?

At Open Loyalty, we help businesses maximize the usage of their products and services with loyalty and gamification mechanics.

We do that by offering API-first loyalty toolkit/engine for driving the acquisition, engagement, and retention of their customers.

Companies use Open Loyalty to introduce features such as points, tiers, rewards, referrals, coupons, challenges, and more, faster than developing them from scratch.

The solution is used by 50+ companies across various industries, coming from 27+ markets and including brands such as Limango, Heineken, Ugami, ALDO, or the U.S. Soccer Federation. We are 40+ loyalty and technology professionals who are here to disrupt the future of the loyalty industry.

About the role

As the Loyalty Expert, you will join our Customer Success team and work closely with the Open Loyalty's clients and our Product team.

Your responsibilities will include:

Working with clients to maximize their business results with Open Loyalty's loyalty and gamification mechanics, preparing configuration, optimizing configuration, preparing recommendations; working together with client on delivering his goals;

Preparing good practice resources for clients;

Working with the product team on designing the best gamification and loyalty features inside our loyalty engine;

Supporting sales team by joining conversations with potential clients, preparing example Open Loyalty's configuration;

Sharing knowledge in the marketing materials.

You'll be a perfect match if you...

Have experience with designing, implementing and optimizing gamification mechanics like streaks, leveling, leaderboards, badges etc;

Have experience with loyalty program implementation;

Have great communication skills: you are feeling in your element while collaborating with internal and external stakeholders to product guides and feature requirements;

Are a go-getter and you're driven by results;

Are fluent in English - both written and spoken. Fluency in Polish is an advantage.

Things we can offer you...

We are a successful product company selling our product to 50+ clients, and counting;

Together with the rest of our team, you will disrupt the loyalty software industry and work with some of the biggest brands in the world, like Heineken, ALDO, and the United States Soccer Federation;

Remote-first work and flexible working hours;

Your choice of hardware as well as all the extras you would need;

Learning Budget at your disposal;

Awesome benefits like premium-level private healthcare, Multisport, English classes, and more!

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