

Yonder is a documentation solution provider with its roots in the aviation industry, but now serving a wide range of B2B/enterprise customers. With our SaaS product, we help companies stay in control of their content and bring reliable, role-specific information to frontline employees.

With just over 20 employees, your work has a direct impact on the success of the company, so we are looking for team members who love working on a product and live by the mantra of getting stuff done.

To strengthen our management team, we are looking for a

Chief Customer Officer (100%, m/f/d)

As an experienced general manager, you will be responsible for the entire service delivery towards our customers. If you like to shape a growing organization in a fast-paced environment, you will feel right at home with us. Despite working in a structured manner, you are comfortable handling uncertainty, ambiguity and chaos that come along with fast growth.

Your Mission

- As a member of the Management Board, you are responsible for the entire service delivery towards our customers
- You will lead a growing team of personalities with different skills
- Your task is to balance customer requests, timelines, and internal resources in multiple projects at the same time
- You closely work with our business, product, and operation teams
- Always striving to deliver the best solution for our customers is part of your personality but you can also keep customers in check at the same time
- If required, you can manage internal and external escalations

About You

- You have sound experience in general management including team leadership
- You are willing and able to adapt the current structure to meet the needs of a growing organization
- Your excellent communication skills make it easy for you to reach your goals with our customers
- You are fluent in German and English (any other additional languages an advantage)
- Despite being execution-oriented, you never lose the big picture
- Ambitious, self-motivated, and able to work independently
- Willingness to learn many new skills quickly
- Able to endure the occasional tough days and challenges to achieve big success
- Ability to work in our Zurich office on a regular basis
- If you have experience in aviation or in the military, that's a plus
- A background in IT is also a plus

Why Yonder?

- Flat hierarchies and fast decision-making
- We value everyone's inputs and ideas, but expect to be tasked with implementing them yourself
- Blame-free error culture inspired by aviation
- Modern offices located in Zurich Oerlikon, just a few minutes by train from downtown Zürich
- Flexible working hours, with possibility to work from home – or anywhere else for that matter
- Bring your own device: You decide what you want to work on, we add 100 CHF to your monthly net salary

If you are a person with an interest in going beyond the call of duty and evolving your career as the company grows, this is the perfect opportunity for you.

Interested? Please contact hr@yonder.info for details.