Product Operations Analyst

Company:
Juleo is a Trusted Exclusive Singles Club. We are an Applied AI start-up using technology to make online dating/matchmaking more efficient and healthier, given dating app fatigue/burnout is at an all time high. Our founders are experienced alumni of Google, Zomato, Wharton, IIT and believe high performing companies can be created with a culture of respect & empathy. Come work with us in this exciting, fun space to combine a job with doing social good!

Job Description:
In the initial phase, the candidate will play matchmaker to identify and connect individuals seeking romantic relationships. Responsibilities include conducting interviews, matching client profiles, arranging meetings and providing feedback.
As we automate the process, responsibilities will evolve to codifying tribal knowledge gained and human judgment that our AI algorithm can use, suggesting product & service improvement based on user interactions, and protecting the brand keeping the Club clean/free from bad actors.

Requirements:
- 1-2 years experience in client management/customer care, preferably at a leading business process outsourcing firm
- Outstanding communication, empathy and interpersonal skills to connect with diverse clients and cater to their preferences and needs
- Exceptional organizational and time-management skills to manage multiple clients simultaneously. A high bar on excellence
- Working knowledge of Excel
- High degree of integrity. Ability to maintain confidentiality and professionalism in all client interactions
- Bachelor's degree in psychology, sociology, or a related field is preferred, but not required

Please send in your resume on Recruitment@juleo.club