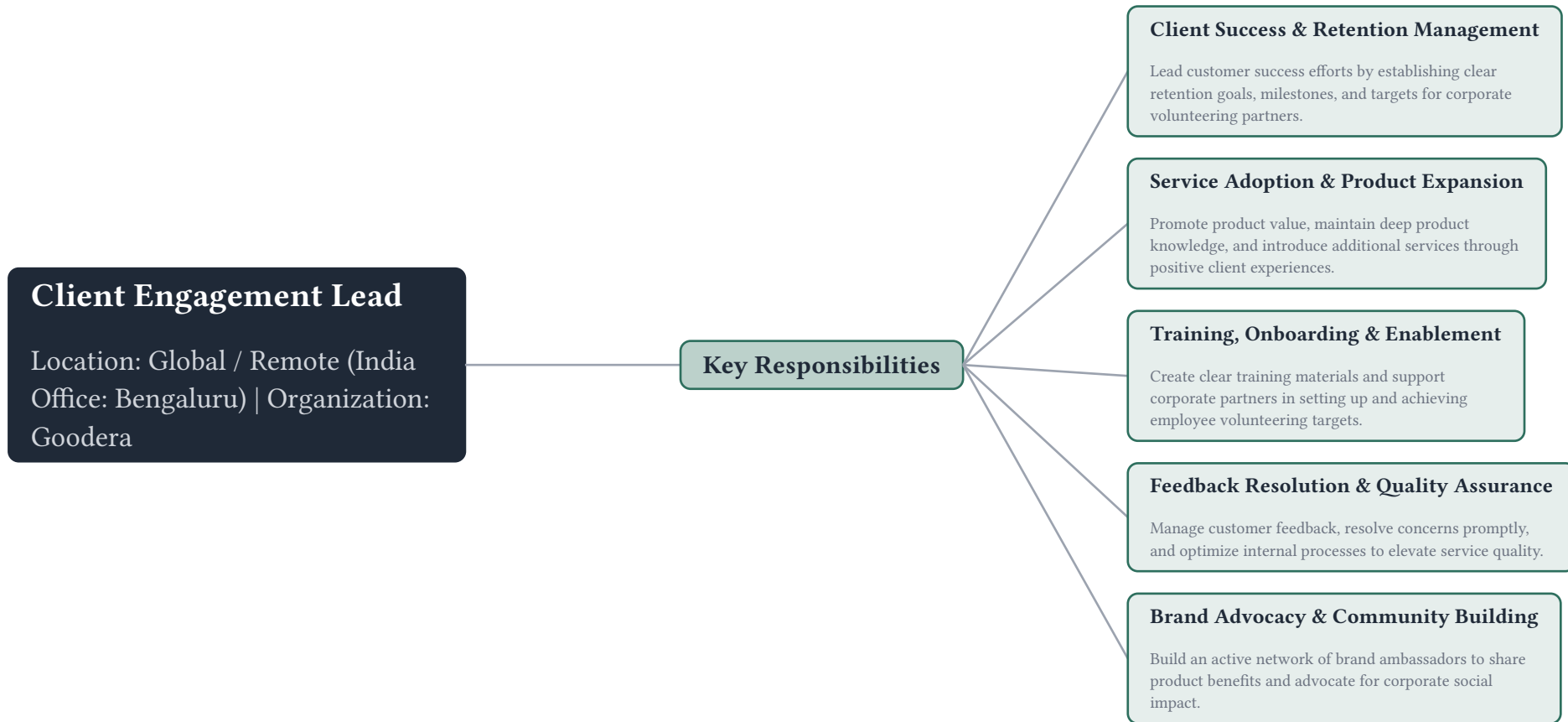


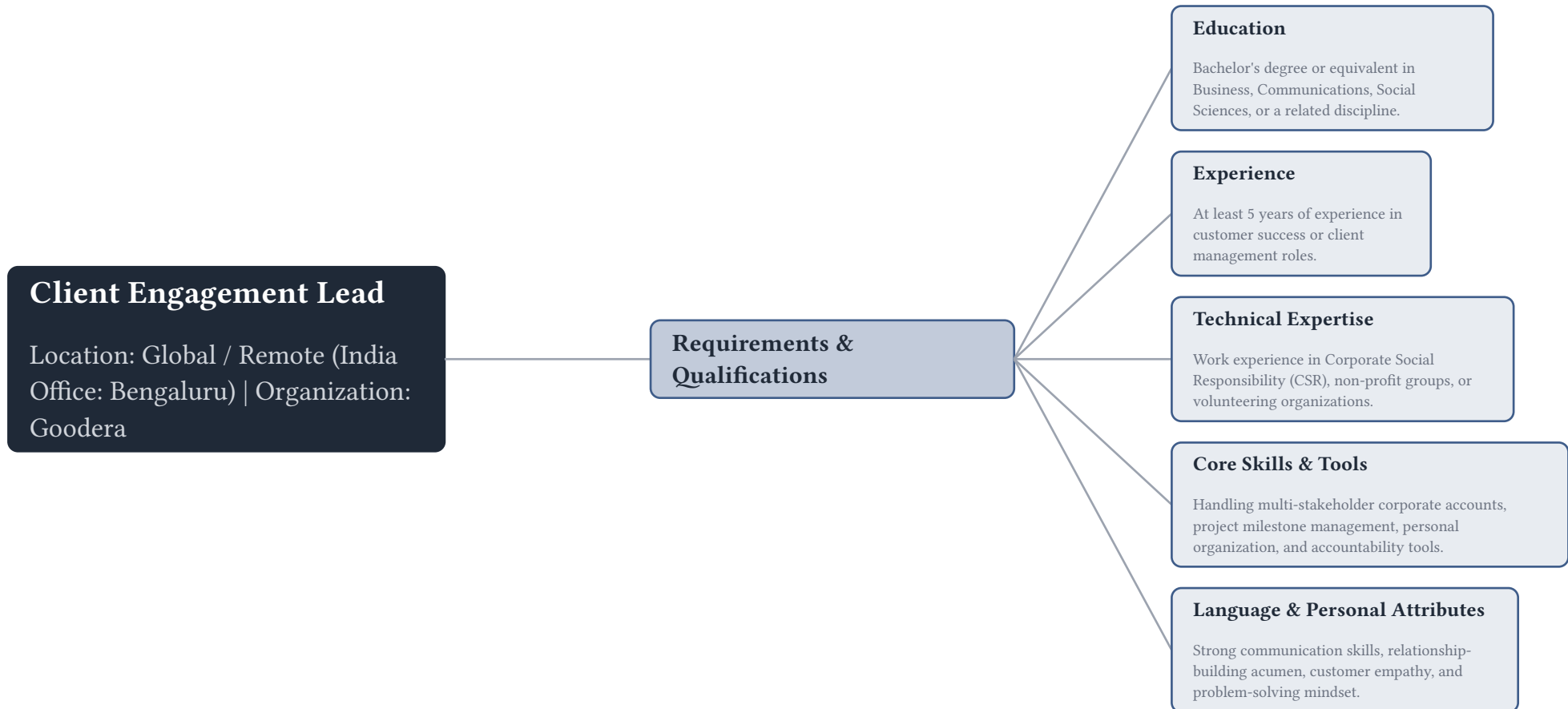
Lead – Client Engagement in Bengaluru | Goodera

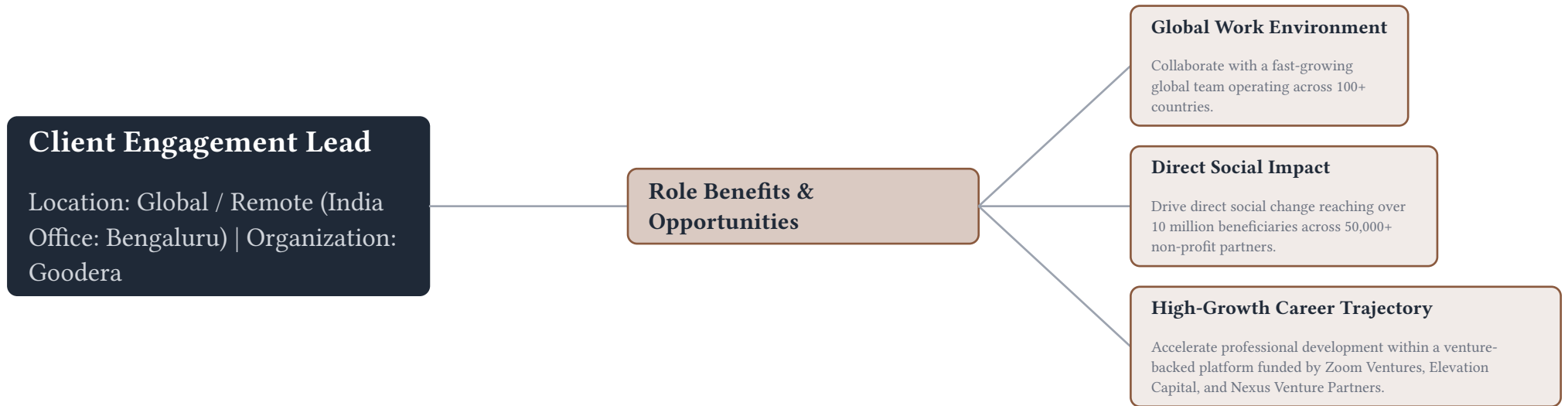
Bengaluru, Karnataka · full-time · senior level · Competitive

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Job Description

[Application Assist →](#)

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Goodera

goodera (1).jpeg Goodera runs an employee volunteering platform that helps companies give their staff meaningful ways to volunteer in their communities. It works in over 100 countries, supports more than 30 languages and serves over 500 clients, including more than 60 Fortune 500 companies. Through a network of over 50,000 nonprofit partners and more than 1 million employee volunteers, its work has reached over 10 million people. Goodera is backed by investors including Zoom Ventures, Elevation Capital, Nexus Venture Partners, Omidyar Network and Ursula Burns. This role sits within Goodera's global Customer Success team, which works with client companies to plan, run and grow their volunteering programmes.

Role

As the Client Engagement Lead, you will be the main partner for Goodera's client companies. You will help them set clear volunteering goals, make sure they reach those goals, and show them how the platform can do more for their staff and the communities they serve. You will listen closely to what clients need, solve their problems, and help keep them with Goodera for the long term.

Responsibilities

- Lead customer success efforts by establishing clear retention goals and milestones for corporate clients
- Assist corporate partners in setting up and achieving their employee volunteering targets
- Promote product value and introduce additional services through positive client experiences
- Create clear training materials to support corporate partners
- Manage customer feedback and resolve concerns to improve overall service quality
- Build an active network of brand ambassadors to share product benefits
- Maintain deep product knowledge to recommend effective solutions for client needs
- Optimise internal processes to strengthen customer success initiatives



Requirements

- Experience: 5 years of experience in customer success or client management roles
- Sector Knowledge: Work experience in Corporate Social Responsibility (CSR), non-profit groups, or volunteering organizations
- Stakeholder Management: Proven track record in handling multi-stakeholder corporate accounts and brand image
- Soft Skills: Strong communication skills to build positive business relationships and resolve customer concerns effectively
- Organization Skills: Excellent personal organization, accountability, and project milestone management abilities

Benefits

- Work with a fast-growing global team operating in over 100 countries
- Create direct social impact reaching over 10 million beneficiaries
- Professional career growth within a platform backed by top global investors

Apply

Check your fit for the role and receive the apply link in your mailbox

Follow our WhatsApp Channel to get notified about the latest jobs.

Required Skills

Customer success

Client relationship management

Multi-stakeholder account management

CSR and employee volunteering

Training material development

Tags

Goodera

Philanthropy

Partnerships

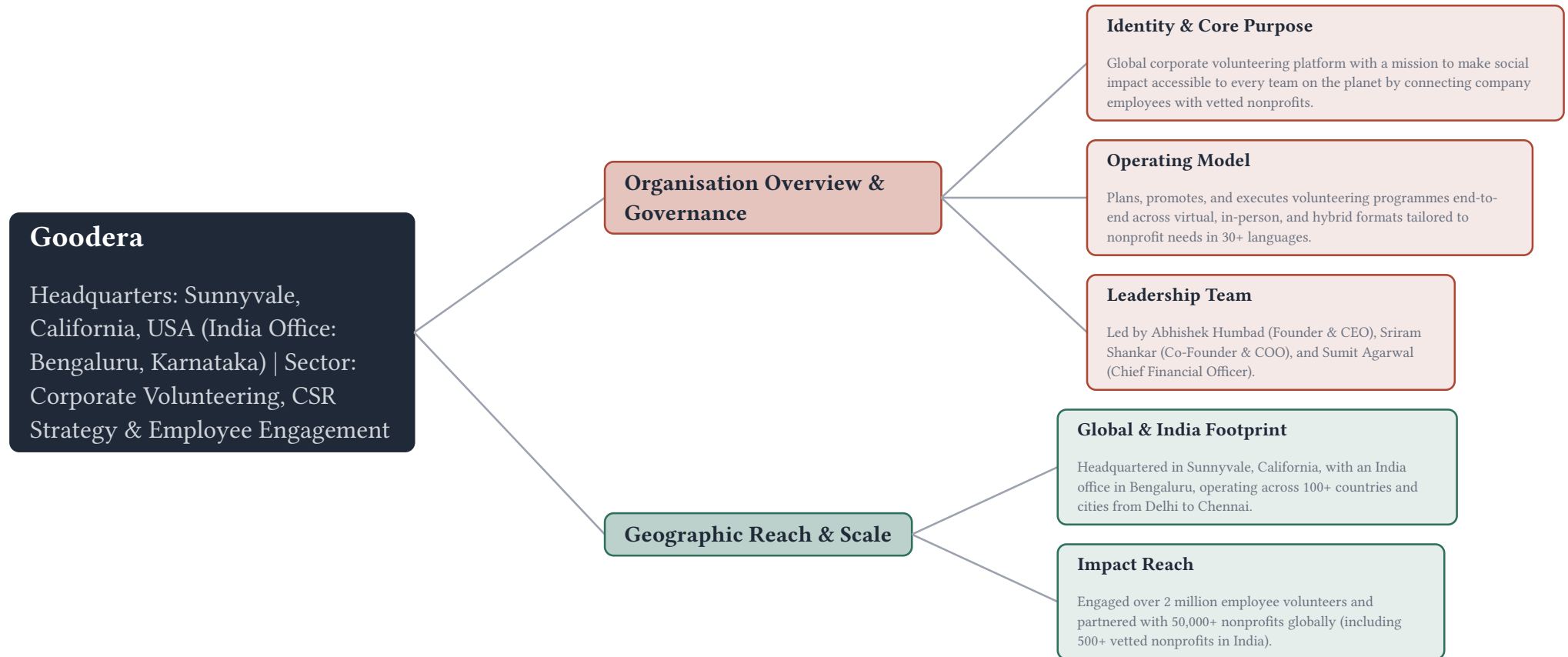
Full Time

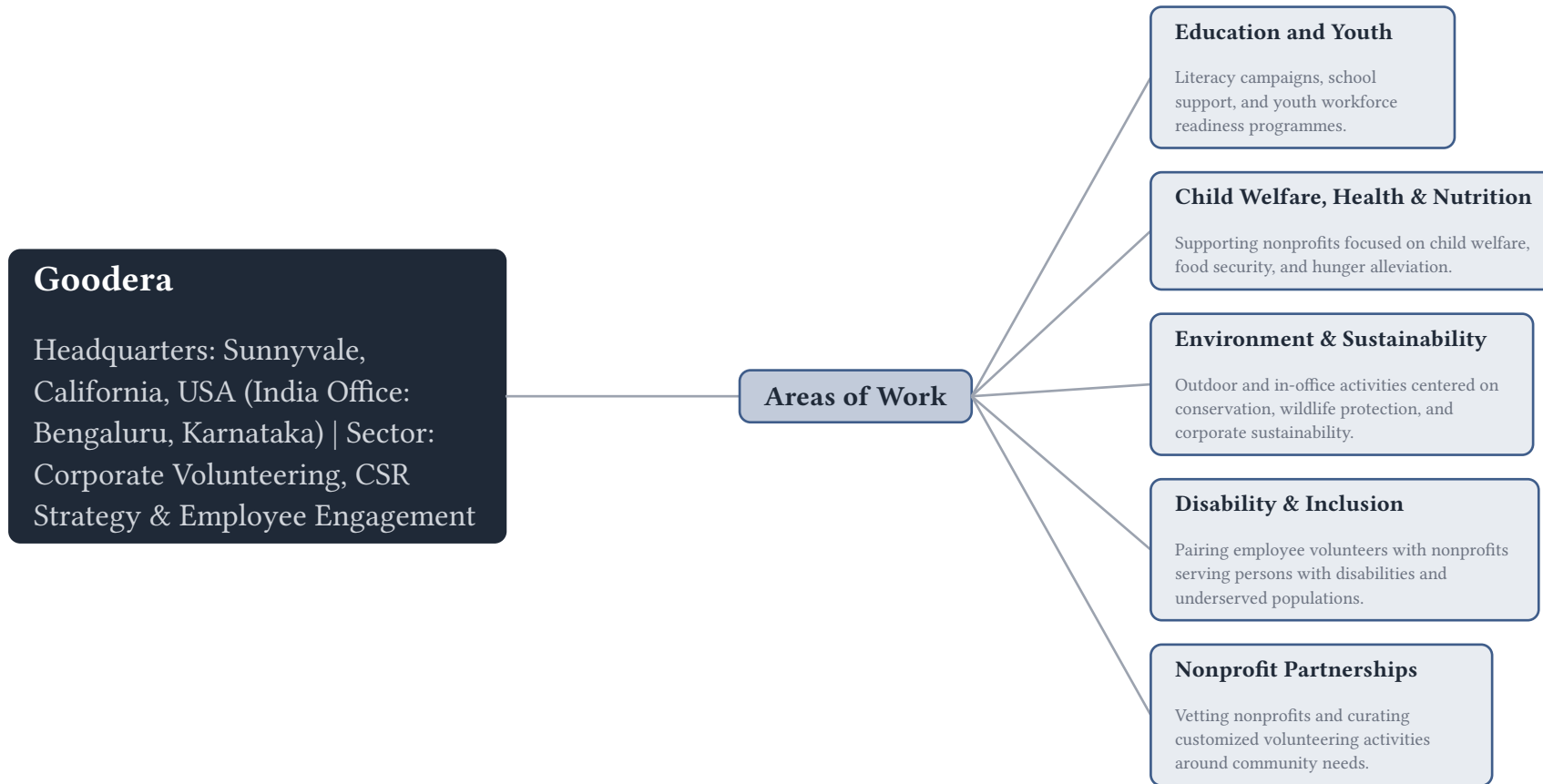
Karnataka

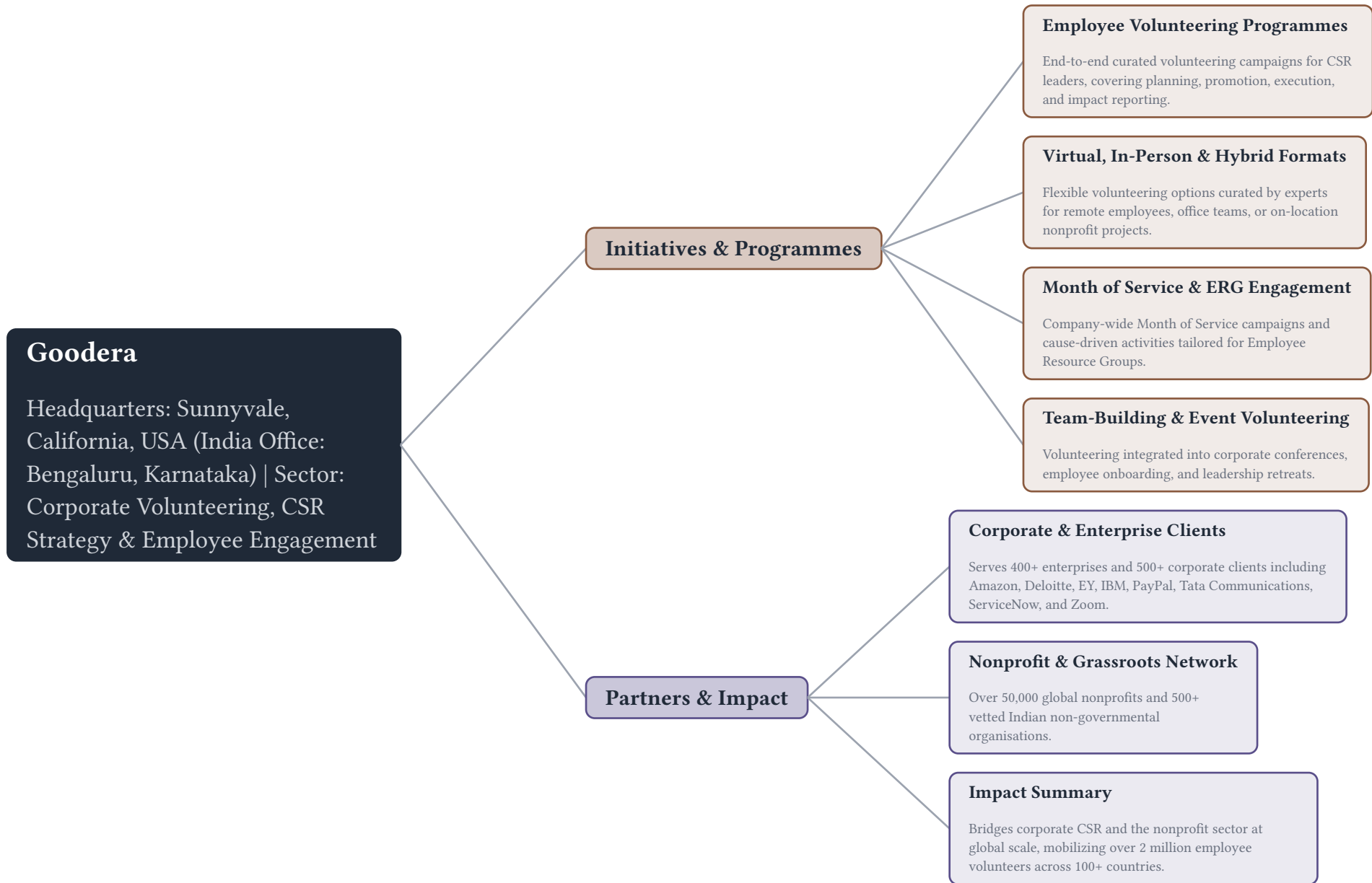
Goodera

Corporate Volunteering & CSR Technology

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About the Company

[Visit website →](#)

Goodera is a corporate volunteering platform that connects company employees with nonprofit organisations. It says its mission is "to make social impact accessible to every team on the planet." It plans, promotes and runs volunteering programmes for companies from start to finish, so that employee teams can volunteer with vetted nonprofits. Its activities are designed around what each nonprofit needs and are run in virtual, in-person and hybrid formats. It works with CSR, HR and Employee Resource Group (ERG) leaders inside companies, and offers activities in more than 30 languages.

goodera1 (1).jpeg

I *Headquarters: Sunnyvale, California, USA (India office: Bengaluru, Karnataka)*

Major Areas of Work

- Education and youth: Volunteering activities on literacy, school support and helping young people get ready for work.
- Child welfare, health and nutrition: Activities that support nonprofits working with children and on food security and hunger.
- Environment and sustainability: Outdoor and in-office activities on conservation, wildlife and sustainability.
- Disability and inclusion: Programmes that pair employee volunteers with nonprofits serving people with disabilities and other underserved groups.
- Nonprofit partnerships: Vetting nonprofits and building volunteering activities around their needs.

Major Initiatives and Programmes

- Employee Volunteering Programmes: End-to-end volunteering programmes for CSR leaders, covering planning, promotion, execution and reporting.
- Virtual, In-Person and Hybrid Volunteering: Activities curated by Goodera's team that employees can join remotely, in the office or on location with a nonprofit.
- Month of Service: Company-wide volunteering campaigns run over a set month.



- ERG Engagement: Volunteering activities built for Employee Resource Groups around their causes and communities.
- Team-Building and Event Volunteering: Volunteering built into conferences, employee onboarding and team retreats for HR and team leaders.

In India, Goodera lists more than 100 team volunteering opportunities and more than 1,000 activities curated by its experts, run with nonprofits in cities from Delhi to Chennai.

Impact

Goodera states it has engaged more than 2 million employee volunteers and partners with more than 50,000 nonprofits across 100+ countries, including 500+ vetted nonprofits in India. Its homepage cites 500+ corporate clients, while its India volunteering page cites 400+ enterprises. Companies it lists among its clients include Amazon, Deloitte, EY, IBM, PayPal, Tata Communications, ServiceNow and Zoom.

Leadership

- Abhishek Humbad, Founder and CEO
- Sriram Shankar, Co-Founder and COO
- Sumit Agarwal, Chief Financial Officer

Goodera sits where corporate CSR and the nonprofit sector meet. People who work here deal with large companies and with grassroots nonprofits across India and other countries, and design and run volunteering programmes at scale. The work gives exposure to CSR strategy, nonprofit partnerships, programme operations and technology. It suits people who want to work in social impact from the corporate side, and who like fast-paced, client-facing work across teams in the US, Europe and India.

See the full listing and open roles: <https://aikyamjobs.org/companies/goodera>

Hope this gives you a clear, complete picture of the role — if it feels like a fit, the link above takes you straight to the full listing.