



**You want to change the rules of the game in the insurance business and make a difference  
in the new digital world?**

**Then we are looking for you!**

## **OPERATIONS ASSISTANT: JAROWA GROUP (60% - 100%)**

We are a young, successful FinTech company ([www.jarowa.group](http://www.jarowa.group)) and are looking for an "OPERATIONS ASSISTANT" for our office in Zug with Home-office options to support our Swiss business and the international expansion. In the Swiss market, we are currently the market standard in the insurance industry and continue to grow strongly. Since 2021, we have also been active in Germany and recently went live in the UK.

With our cloud-based platform we digitalize orders from insurance companies and real estate management companies to service providers.

Established JAROWA networks exist for the following areas:

- Property insurance and real estate management (craftsmen, renovators, etc.)
- Motor vehicle insurance (workshops, garages, etc.)
- Health and accident insurance (doctors, case managers, etc.)
- Legal expenses insurance (lawyers)

When we venture into a new country, we adapt the business model individually for each market together with our local partners (insurance companies, strategic implementation partners). This means adapting and integrating our SaaS platform, aligning the business processes to the local requirements, setting up the local service provider networks and establishing our own organization to operate in the local market.

From an operations perspective this also means setting up the assistance and the administrative tasks including billing and 1st & 2nd level customer support. Swiss business remains the core business that needs to be maintained and developed further.

### Your tasks and responsibilities:

- Perform trainings for service providers to be correctly onboarded in the JAROWA Network, with a focus on French speaking providers in Switzerland
- Ensure a good internal communication with all Stakeholders in particular with the Sales and Project Managers Team
- Supporting the billing process through our ERP for the JAROWA Group
- First point of contact for our 1st level support
- Supporting various projects upon need
- Customization and specifications to ameliorate the JAROWA SaaS solution
- Deputy to the Operations Manager in case of absence

### Your experiences and skills:

- Min. 1-2 years work experience in FinTech or Service business
- Min. commercial apprenticeship (KV-Lehre with Matura)
- French mother tongue and excellent English. German and Italian are considered assets
- Team-oriented and interdisciplinary way of working, flexible, able to embrace change and adapt to new situations
- MICROSOFT Excel proficiency and good knowledge of other MICROSOFT OFFICE tools
- Customer support or sales experience is considered an asset
- Proactive and outgoing attitude
- Empathic and aware of the interlocutor needs

### We offer you:

- Powerful, dynamic, and very experienced team of approx. 25 employees
- Open, uncomplicated start-up culture
- Cooperation with renowned insurance companies and real estate management companies
- Growing international environment (Germany, UK, Italy, etc.)
- Fast moving business with opportunities according to individual skills and business development
- Cool and flexible working environment in Zug and Home Office
- **Start: ASAP**

Gregorio is happy to receive your application ([gregorio.riva@jarowa.ch](mailto:gregorio.riva@jarowa.ch))

