

Customer Support Executive, IIX Values

Indonesia / Remote · Full-Time

Reports To	Head of Digital Products / Product Manager, IIX Values
Location	Indonesia
Team / BU	IIX Digital Platforms — IIX Values
Direct Reports	None
Works Closely With	Tech / Engineering Team, Product Team, Client Success, Data & Impact Teams
Employment Type	Full-Time / Permanent

ABOUT IIX GLOBAL

IIX (Impact Investment Exchange) is a Singapore-headquartered pioneer in impact investing, connecting capital markets with sustainable development. For over a decade, IIX has been building the infrastructure for impact — structuring innovative financial instruments, running donor-funded development programs, and developing digital platforms that serve impact investors, enterprises, and communities across Asia and beyond.

Our work spans impact-linked securities, blended finance, gender-lens investing, and climate finance — always with the goal of mobilizing private capital for social and environmental good. We have mobilized nearly \$500M in private-sector capital, positively impacted over 160 million lives, and earned recognition from the Oslo Business for Peace Award and the UN Global Climate Action Award.

We are a lean, mission-obsessed team. Everyone here wears multiple hats, moves fast, and cares deeply about the work. If that energizes you, you will thrive at IIX.

ABOUT IIX VALUES

IIX Values is IIX's flagship AI-powered impact assessment platform. It enables impact enterprises, investors, and development organizations to measure, verify, and report social and environmental impact at scale. The platform collects primary data from beneficiaries and MSMEs, processes it through proprietary algorithms, and generates credible impact reports and scores used by investors and donors globally.

As IIX Values scales its user base and product complexity, the Customer Support Executive plays a critical role in ensuring clients experience the platform's full potential — from onboarding through to ongoing data collection and impact reporting.

ROLE PURPOSE

The Customer Support Executive for IIX Values is the first point of contact for platform users — impact enterprises, partner organizations, and field teams — ensuring they can navigate and use the platform effectively. This role combines client-facing support with a strong technical orientation: you will not only resolve user queries but also identify platform issues, conduct quality assurance testing, document bugs, and work alongside the tech team to drive product improvements. Success in this role means clients feel supported, issues are resolved quickly, and the platform continues to improve through structured feedback loops.

KEY RESPONSIBILITIES

Client Support & Relationship Management

- Serve as the primary support contact for IIX Values users, including impact enterprises, partner NGOs, and field data collectors.

- Respond to client queries via email, chat, and video call in a timely, professional, and solution-oriented manner.
- Build trusted relationships with clients, ensuring high satisfaction and platform adoption rates.
- Guide users through onboarding, platform navigation, survey deployment, and impact report generation.
- Follow up on open tickets to ensure full resolution and client satisfaction.

Quality Assurance & Platform Testing

- Conduct regular QA testing of IIX Values features, workflows, and integrations before and after product releases.
- Test new features across devices and browsers to identify edge cases, UI/UX issues, and functional errors.
- Develop and maintain test scripts and QA checklists for platform modules.
- Validate data collection flows, survey logic, scoring algorithms, and report outputs for accuracy and consistency.

Bug Reporting & Tech Team Collaboration

- Document platform bugs clearly and precisely — including steps to reproduce, expected vs. actual behaviour, screenshots, and severity classification.
- Log and track issues in the team's project management and bug-tracking tools (e.g., Jira, Notion, or equivalent).
- Work closely with the engineering and product teams to prioritize, escalate, and verify resolution of reported issues.
- Act as the bridge between end-users and the tech team, translating client feedback into actionable technical requirements.
- Participate in sprint reviews or product update calls to stay aligned on upcoming releases and known issues.

AI Platform Support & Digital Fluency

- Develop deep familiarity with IIX Values' AI-driven features, including automated scoring, impact data verification, and intelligent reporting tools.
- Help clients understand and use AI-generated outputs responsibly, translating complex algorithmic results into plain-language explanations.
- Stay current on platform updates, AI enhancements, and new feature rollouts to provide accurate and up-to-date support.
- Identify patterns in client queries or platform issues that may signal needed improvements to AI logic or user interface design.

Process Improvement & Documentation

- Create and maintain user-facing support materials including FAQs, how-to guides, video walkthroughs, and troubleshooting documentation.
- Build and refine internal customer support processes, escalation workflows, and response templates.
- Conduct customer satisfaction surveys and synthesize feedback to inform product and support improvements.
- Track support metrics (response time, resolution rate, issue frequency) and report regularly to the team lead.
- Support promotional activities, platform demos, and user onboarding events as required.

WHAT WE'RE LOOKING FOR

Experience & Skills

- 2–4 years of experience in customer support, technical support, or product operations — preferably in a SaaS, fintech, or tech-enabled impact/development platform.
- Demonstrated tech savviness — comfortable navigating web applications and digital tools; ability to learn new platforms quickly.
- Experience with or strong interest in QA testing, bug documentation, and working within agile product development cycles.

- Proficiency in support or project management tools such as Zendesk, Intercom, Jira, Notion, Freshdesk, or similar.
- Excellent written and verbal communication in English; ability to explain technical concepts clearly to non-technical users.
- Exposure to AI-powered platforms or data-driven tools is a strong advantage.
- Experience in impact investing, ESG, development finance, or social enterprise sectors is a plus.

The Person

- Client-first mindset — you genuinely care about user experience and go the extra mile to resolve issues.
- Analytical and detail-oriented — you notice what others miss, document clearly, and follow through.
- Collaborative by default — you work well across functions, especially with engineering and product teams.
- Comfortable with ambiguity — in a lean team, processes evolve; you help build them, not just follow them.
- Mission-aligned — you believe that technology can be a lever for social and environmental change.

THE PREM FRAMEWORK

Every IIX team member is a PREM professional. We look for these qualities in everyone we hire:

P Passionate Mission-driven & purpose-led	R Resilient Thrives under pressure & ambiguity	E Equitable Champions fairness & inclusion	M Maverick Bold, entrepreneurial thinker
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WHY IIX

- Work at the intersection of finance, technology, and impact — your work directly enables IIX's mission at scale.
- Be a core part of building a globally deployed AI-powered impact platform from an operational and user-experience lens.
- High-trust, lean team environment — minimal bureaucracy, maximum ownership and visibility.
- Exposure to a global network of impact investors, development finance institutions, and social enterprises.
- Professional development through cross-functional collaboration with product, engineering, and data teams.
- A culture that takes PREM values seriously — you will be seen, heard, and valued.

HOW TO APPLY

To apply, please send your CV and a brief cover letter to jobs@iixglobal.com. In your cover letter, tell us about a time you identified and resolved a technical issue on behalf of a client or user — walk us through how you documented the problem, who you worked with to fix it, and what the outcome was.

IIX is an equal opportunity employer. We are committed to building a diverse, inclusive team that reflects the communities we serve.