Growth Data Scientist

Location

Remote

Type

Full time

Department

Marketing

☎️ Community Phone

Remote First and Always

At Community Phone, we believe that everyone deserves access to reliable and affordable communication services. We're a mission-driven company, committed to providing exceptional landline service that keeps our customers connected to what matters most- starting with our seniors who deserve a landline service that doesn't just connect them, but protects them. We're also revolutionizing the business landscape by keeping them in constant contact with their customers. No more missed opportunities or frustrating interactions with automated systems. We're not just providing a service; we're fostering relationships.

Our innovative technology enables any traditional landline phone to connect over the cellular network through a SIM card inside of our landline base, ensuring uninterrupted service (with power back-up) without the need for Wi-Fi, while offering best in class software features like robust spam call blocking.

As a venture-backed, Y-Combinator graduate, we've evolved from a small team in 2018 to now ~70 fully remote team members spread across 15 countries and even more time zones. We proudly serve over 20,000 customers and clients, ranging from seniors to small businesses to franchises across the United States. As we continue to grow, we're looking for folks who share our passion for improving the lives of our customers through both technology and human connection.

Join us in redefining the narrative, where communication is personal, secure, and built on trust. Let's connect the dots – one call at a time.

🌟 About the role

Community Phone is seeking a highly skilled **Data Scientist** to join our Growth team. As a startup revolutionizing the telecommunications industry, we're looking for someone with a strong background in data science and analytics to drive growth through data-driven strategies. This role is critical in helping us scale by leveraging data to inform decisions across all channels.

🚀 You will...

- **Develop and implement** data models to optimize customer acquisition, retention, and overall growth strategies, ensuring that we are making data-driven decisions at every step.

- **Collaborate closely** with cross-functional teams, including marketing, product, and engineering, to translate business goals into data-driven insights and actionable strategies.

- **Analyze large datasets** to identify trends, patterns, and opportunities that will inform our marketing and growth strategies, with a particular focus on increasing customer lifetime value (CLV) and reducing churn.

- **Design and run experiments** to evaluate the impact of different strategies and iterate quickly to find the most effective growth tactics.

- **Communicate complex data insights** in a clear and concise manner to stakeholders at all levels, ensuring that your findings are understood and actionable.

- **Build predictive models** to forecast growth trajectories, customer behaviors, and the impact of various initiatives, helping to guide strategic decisions.

- **Continuously improve** our *data infrastructure* and processes, ensuring that we have the tools and data pipelines in place to scale effectively.

🏆 You are...

- **Proficient in data science** with a deep understanding of statistical modeling, machine learning, and data analysis techniques.

- **Experienced in a startup environment**, comfortable with ambiguity, and able to thrive in a fast-paced, rapidly changing setting.

- **Data-driven and test-driven**, with a strong ability to run and analyze experiments that lead to actionable insights and continuous improvement.

- **A strong communicator** who can translate complex data into simple, actionable insights that can drive business decisions.

- **Collaborative by nature**, with the ability to work seamlessly with both technical and non-technical teams.

- **Passionate about growth** and eager to leverage your skills to drive customer acquisition, retention, and overall business success.

- **Adept at handling large datasets**, with experience in SQL, Python, R, or similar languages, and comfortable working with data visualization tools like Tableau or Looker.

💙 Community Phone Culture

Community Phone has a customer-obsessed culture. We are looking for team members who love our product and mission and see the remote first environment as a bonus.

Beyond the job description, here are some traits members of our team share:

We value **Curiosity** and learning in our employees. We promote open-mindedness, embrace mistakes, and encourage challenging questions for personal growth. We create a culture of continuous learning to empower our team to tackle challenges and excel in their roles.

Efficiency in everything. We operate lean, optimizing resources to improve our products and deliver a world-class customer experience. We prioritize value over excess, embodying a scrappy and resourceful spirit to achieve our mission and values.

We prioritize taking decisive action over deliberation, recognizing that building a world-class product requires pushing personal limits and taking risks. We believe that a **Bias Toward Action** is essential for achieving our goals and delivering exceptional results to our customers.

We strive for **Transparency** and prioritize open, Direct communication. This helps us resolve issues quickly and build strong relationships with our stakeholders.

We take our work seriously and see it as a reflection of who we are. We're always looking for ways to improve and are open to feedback. We approach our work with a sense of ownership and a desire to deliver the best possible results. By embodying a **Founder Mindset** , we're able to achieve our goals and create exceptional products.

We value a **Caring Mentality**. Our customers come first, and we collaborate to provide exceptional service. We prioritize teamwork over personal accolades, fostering a customer-focused culture that drives our success and promotes a supportive work environment.

💸 Compensation

Our range for this position is between $150K - $175K base salary. Total compensation is based on several factors that are unique to each candidate. These factors include (but are not limited to) job-related knowledge and skill set, depth of experience, certifications and/or degrees, and specific work location.

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