Data Scientist 2

New York, New York, United States

Who We Are

The Farmer's Dog is the fastest growing pet health service company in the US, and was born from a mission to change the landscape of pet health, providing dogs and their humans with honest, smart, and simple care – a fresh proposition in an industry riddled with manipulative and misleading marketing. We're starting by radically improving the $100 billion pet food market, replacing bulk bags of highly-processed pellets with a personalized subscription service that sends healthy, freshly-made dog food, balanced by top veterinary nutritionists, directly to customers' doors. Our ultimate goal is to create innovative, honest, and delightful experiences across all aspects of pet care, and we believe our direct-to-consumer business model, holistic approach to growth, and dynamic and forward-thinking culture uniquely position us to shepherd this backwards industry into the future.

To date, The Farmer's Dog has delivered hundreds of millions of meals nationwide and raised over $150M in funding to help us build a company as healthy as the dogs who are eating those meals. Join us as we continue to develop ways of bringing peace of mind to our customers, health to their companions, and much-needed change to the way people feed and care for their pets.

#LongLiveDogs

What We Stand For and Where You'll Come In

We have big ambitions, our mission is to give dog lovers true peace of mind by helping them do the best for their dogs – this will require us to completely reimagine how we care for our dogs and drive meaningful shifts in an industry that is desperate for change. We don't believe this is possible by implementing "best practices" or operating how the rest of the industry operates.

One Team: We don't think of ourselves as "Marketers", "Engineers", "Data Analysts", or "Product Managers". Beyond denoting skill sets and areas of expertise, we don't think departments matter. We'd rather align ourselves to the goals we're working to achieve and make sure we have the necessary subject matter expertise to drive meaningful impact. We strive to orient ourselves around customer problems TOGETHER – getting the right people, with the right context, in the right rooms to solve problems holistically.

We are skeptical about everything and precious about nothing: Ideas can and should come from anywhere, and we aren't tied to our own. We proactively source input. We talk to our customers and leads regularly and are quick to change course if we know there's a better or more impactful way to solve problems.

We consider the customer journey in all of our decisions: We know that no interaction exists in a silo and therefore understand how important every single one is. We ensure our strategy sets customers up for success and drives long-term retention. We answer questions and address problems early and proactively.

We execute for impact: We're uninterested in how we compare to "benchmarks"; instead we orient ourselves around being the best we can possibly be. Similarly, we don't subscribe to rigid or classical expectations of roles – e.g., data scientists are considered responsible for driving impact through end-to-end initiatives, never stopping at just model building.

Where You'll Come In

The Data Scientist 2 will join our dynamic Data Strategy and Insights function. In this role, you will play a crucial part in driving data-driven decisions and strategies, particularly for our Operations (Ops) and Customer Experience (CX) departments. Working hand in hand with our cross-functional teams, this person will take ownership of advanced data science solutions to exciting and complex problems in Ops and CX, in order to help achieve our goal of delivering peace of mind for our customers at every touchpoint, and improving the health and happiness of dogs everywhere.

How You'll Make An Impact

- Partnering with CX leadership, design, develop, and implement **contact routing models** to efficiently triage inbound tickets to optimize customer issue resolution and business performance.
- Working in close collaboration with CX and Ops, refine and adapt **workforce management models** and **demand forecasting models** to accurately forecast staffing and inventory needs and minimize operations uncertainty.
- Design and develop **optimization models** for network logistics and packaging to ensure high customer satisfaction and to reduce fulfillment costs.
- Simulate and optimize key **Ops algorithms** to enhance operational efficiency and ensure applicability in real-world scenarios.
- Collaborate with cross-functional teams, including CX, Ops, Data Engineering, Product, and Engineering to identify opportunities for improvements.
- Analyze large datasets to extract actionable insights, make recommendations that inform business decisions, and communicate with stakeholders of all levels.
- Guide decision making by communicating complex data concepts and findings to technical and non-technical stakeholders across the business.
- Employ a forward-thinking, proactive approach, incorporating industry trends in data science and operations research, fostering a culture of constant experimentation and improvement.

We're Excited About You Because

- You bring a minimum of 3 years of experience in a data science role.
- You have a Master's or PhD degree in Data Science, Operations Research, Engineering, Statistics, Computer Science, or a related field.
- You are an expert in Python, and are proficient in SQL for data extraction, manipulation. Experience in R is a plus.

- You have a solid grasp of the fundamental mathematics of regressions. You have broad exposure to operations research and queueing theory. Experience in NLP is a plus.
- You are familiar with A/B testing and statistical testing.
- You have a proven track record of working very closely with a non-technical business department, translating ambiguous and challenging business problems into concrete and impactful products.
- You possess excellent analytical, problem-solving, and statistical modeling skills
- You are able to thrive in a fast-paced and ambiguous environment, are naturally curious and proactive self-starter, constantly on the lookout for new opportunities and solutions
- You are an owner, have excellent problem-solving skills and can prioritize tasks effectively
- You love dogs.

Office guidelines

The office is open and available for all Monday through Friday. We ask all team members to be in office a minimum of 2-3 days a week to build a collaborative and invested environment to foster our unique in-person culture we are proud to have. This office policy is subject to change at company discretion.

Our DEI Philosophy

Our company's mission is rooted in deep, genuine care for dogs – and for the people who love them. As an organization we are full of individuals who are unique in many ways, but all united in a mission of providing true peace of mind to dog lovers everywhere. Fixing this industry and improving the lives of pets and their people will be a difficult, decades-long endeavor. We believe the best use of our time, energy, and resources as a collective team is to focus on this mission, and on supporting our team to do their best work and be their best selves. In support of this we're committed to hiring and supporting a diverse workforce, and investing in internal structures, opportunities, hiring/promotions processes, and training that create and sustain an inclusive team. We strive to provide an experience at TFD that will be invested, meaningful and memorable as we progress on the journey to reimagine how we feed and care for our pets.

A Few of Our Best Benefits

- Dog-friendly office in Greenwich Village
- Market-competitive compensation and equity packages
- Comprehensive Healthcare, Dental, and Vision
- Company sponsored mental health benefit and coaching through Modern Health
- 12 week paid parental leave
- Competitive 401k plan with company match
- Flexible PTO
- Discounted fresh food for your pup
- Your pet interrupting video calls (and in-person meetings) is now a feature, not a bug

We commit to building a competitive compensation package and company environment for all individuals to thrive. We believe in competitive base compensation rooted in location specific market data and performance along with equity ownership in the company that allows every team member to build their personal wealth as the company grows, just as much as we believe in fostering a culture that supports our team members personally, professionally, and holistically. **For this role the anticipated hiring base compensation range is $100,000 - $125,000 USD Annual and the compensation offered will include a robust market competitive package of base and equity.** In addition to your base compensation offer you will also receive equity ownership in the company. More information about the value of this equity will be shared at the time of offer. This range is representative of NYC Market Data if you are applying to this role outside of the NYC area the range may change.

Equal Employment Opportunity Statement

The Farmer's Dog, Inc. is an equal employment opportunity employer and does not discriminate in hiring on the basis of sex, gender identity, sexual orientation, race, color, religion, creed, national origin, physical or mental disability, protected veteran status or any other legally protected characteristic or status. For more information, please visit Know Your Rights.