



*Being yourself makes
all the difference*

— LIFE AT MAILCHIMP —

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Being yourself makes all the difference

— We seek talent, not egos

MailChimp is home to remarkable people from all walks of life. We are engineers and artists, misfits and number crunchers. Weirdness is part of who we are, and we love what we do.

We hire exceptional people and have all types of opportunities and career paths to let them develop both personally and professionally. That way, we can all grow our own way, whether it's horizontally, vertically, or diagonally.

We value humility, but we also embrace our employees' expertise. Our roots started in small business, and over the last 16 years, we've nurtured them to grow and enable businesses of all sizes.

Most of all, we'd rather take risks—and fail—in the pursuit of excellence than always play it safe. We believe in doing things differently, and we're always on the hunt for intelligent thinkers to contribute to our evolving team.



Being yourself makes all the difference



Hello! I'm Joanna and I'm
a Front-End Developer.

What's your favorite part of working at MailChimp?

There's a great balance between having fun and working hard, having freedom and also structure, eating healthy snacks and stuffing our face with donuts, sitting at my desk and heading outside on the BeltLine, working in the office or working from home. I'm all about a balanced lifestyle, and MailChimp really fosters that.

What's your favorite MailChimp memory?

Probably the day when I heard a commotion behind my desk and turned around to see Norman, this shaggy dog, zooming by on a scooter! It was completely random and adorable, and I'd never seen anything like it. I love how MailChimp is often surprising us with things like that to make coming to work even more enjoyable.

If MailChimp were a food, what would it be and why?

Crushed potato chips. You may have heard of this thing called FailChips. We're like them because we're OK with failing, knowing that delicious things come out of failing fast and changing fast. We're also kinda weird and unexpected.



Being yourself makes all the difference





Growth led by automation

— Listening hard, changing fast, having fun

MailChimp is the world's leading marketing automation platform. We democratize technology for small businesses by creating marketing tools that empower them to grow. A simple philosophy guides us: Listen hard, change fast. We talk to our customers, listen to their feedback, and then iterate to meet their needs.

"Our customers tell us that MailChimp helps them look pro and grow," our co-founder and CEO, Ben Chestnut, says. "It's not an email platform, it's not a newsletter tool—it's the thing that helps them look more professional. That insight gave us a feeling of liberation. We don't just have to do email. So we began talking to customers with that in mind."

One of the ways we've recently changed fast was making our marketing automation features—

including abandoned cart emails and product follow-up messages—free for all MailChimp users. Our marketing automation tools are powerful and efficient. In just a few quick steps, they can do many things small business owners don't want to do or don't have time to do.

Recently, we've released exciting new features like in-app Instagram and Facebook Ad Campaigns that help our users reach new audiences and make more money. And we introduced a brand new integration with PrestaShop, one of the world's most popular e-commerce platforms.

Oh, and we're just getting started.



Hi, I'm Eric and I'm a Director
of Design Operations.



If MailChimp were a color, what would it be and why?

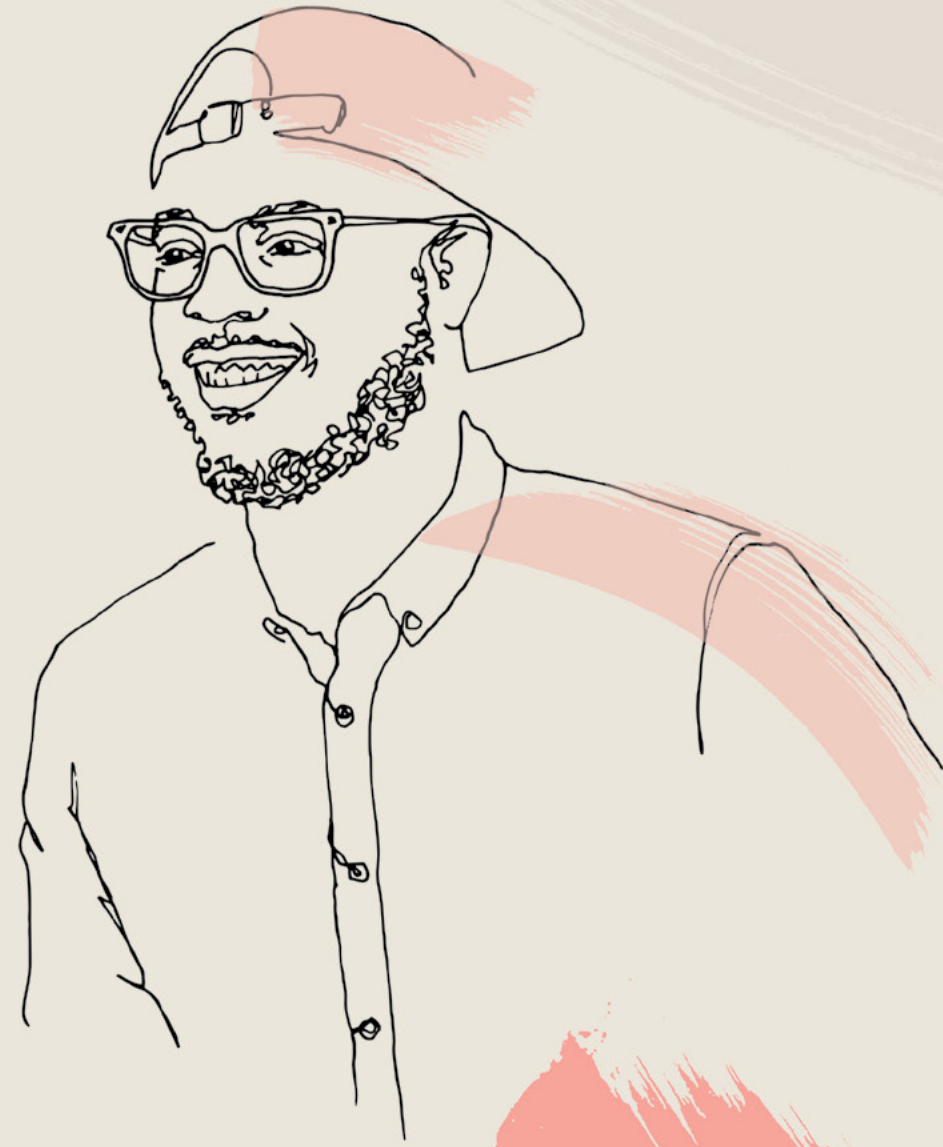
Maroon: It's emotive and passionate like red, but more controlled, deliberate, and self-aware.

What makes MailChimp different from other places that you've worked?

The leadership at MailChimp is unlike any I've experienced anywhere. The thought put into every bit of communication and decision-making is remarkable. I've never worked at an organization so thoughtful about the growth of each employee, so considerate of a culture of learning and experimenting, so connected and focused on its mission to help small businesses.

What about Atlanta makes you proud?

Atlanta has seen significant growth in the past 5 to 10 years. I feel an ever-growing sense of a community that embraces diversity, celebrates art and individuality, a growing contender for so many new and innovative disciplines. I guess it has a little bit of something for everyone.



Hello, my name is Aaron.
I'm a Paralegal.

How would you describe your coworkers?

My fellow coworkers are extremely intelligent, creative, and generally fun people. We are a bunch of nerdy, cool misfits whose powers combine to make the MailChimp machine.

How do you think you have made an impact at MailChimp?

Along with 2 of my colleagues, I formed an employee resource group, The Mothership. This group encourages meaningful and, at times, tough conversations within our community regarding social issues that affect our peeps. Creating a safe space and allowing productive dialogue has brought our folks even closer by giving a platform to express concerns, while bringing awareness and fostering an environment of inclusivity.

What's one thing that always makes you feel better when you're having a bad day at work?

Everyone here is so talented and ambitious. They motivate me to do better and shoot higher.





ATLANTA PRIDE PARADE

Better, weirder, and more human

— How we help our community

We're proud to be in Atlanta, and we strive to connect with our community. Each year, MailChimp invests \$2 million to help make Atlanta better, weirder, and more human. We're proud to have the opportunity to collaborate with about 70 organizations that work tirelessly to improve our neighborhoods and the lives of our neighbors.

"From splashy events like the Atlanta Pride Parade to quiet investments in the Center for Civic Innovation, we want to create meaningful and lasting connections between our home, our brand, and our people," our Director of Corporate Citizenship, Lain Shakespeare, says. "Our product supports millions of small- and medium-sized businesses, so it follows that our company should support the small- and medium-sized organizations that help make our community better."

One way we do that is through MailChimp Community College, which teaches our employees how to cultivate equity in and around Atlanta. We also take part in and sponsor local celebrations, such as the Inman Park Festival.

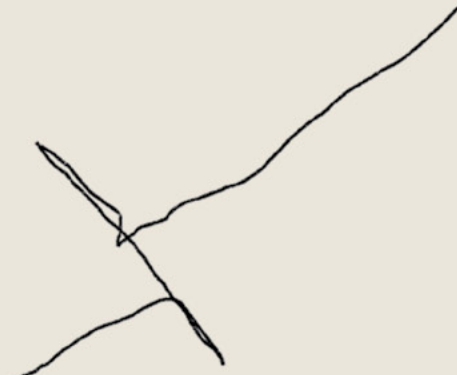
"Often the best way to serve an organization is to help sponsor one of their events," Lain says. At their core, these organizations embody some combination of creativity, humility, and independence—just like MailChimp.

We also fill our walls with contemporary murals created by Living Walls, a nonprofit that provides contemporary art created with community support.

INMAN PARK FESTIVAL



MAILCHIMP COMMUNITY COLLEGE





MAILCHIMP COFFEE HOUR SPACE



WAYNE WHITE



BRENÉ BROWN

We love stretching our brains with MailChimp's Coffee Hour, our series that invites thought-provoking people to speak. (Recent speakers have included artist Wayne White, Big Boi of OutKast, and researcher and storyteller Brené Brown.)

We want employees to be proud of the work that we do and the way that we do it.

— LAIN, DIRECTOR OF CORPORATE CITIZENSHIP

BIG BOI



REP. JOHN LEWIS

Being yourself makes all the difference





Hello, my name is Coty.
I'm a Director of Data Systems.



Describe MailChimp in 3 words.

Happy. Kind. Driven. (Oh, and maybe a little quirky.)

How do you connect with others at MailChimp?

So many different ways. I appreciate the opportunity to connect with others working in technology at MailChimp, but I also appreciate the opportunity to connect with people in Marketing, Legal, Culture, and other teams who are also working on making MailChimp what it is. I connect with others via our in-house radio show, KIMP, too. I love to find people who like some of the music I do as much as I love finding music I didn't know I loved.

What song do you think best embodies MailChimp?

I'm not sure what one song it would be, but it strikes me that it would be like a song from *Hamilton*: eclectic, multi-cultural, surprisingly deep—but not too serious.

Tough conversations and taking action

— Because dialogue is healthy

THE MOTHERSHIP



MailChimp actively works to recruit talented people from diverse backgrounds, partnering with organizations from historically black colleges and universities to LGBTQIA associations. We also sponsor events, projects, and groups that celebrate diversity.

We offer workshops and resources for employees on unconscious bias and LGBTQIA allyship. And we have a number of employee-led resource groups. The first one is called The Mothership.

“A great deal of unfortunate events occur in our world daily and these events affect us all in different ways,” says Kevan Gammage, Senior Customer Support Manager and co-founder of The Mothership. “Many of us are struggling with fear, anger, disappointment, resentment, and sadness. We’re human, and we can’t help carrying our emotions with us into the office. Many are uncertain of

how to facilitate conversations with our colleagues who may be experiencing the same emotions.”

With the full support of our executive team, the MailChimp community held an open forum to have some tough conversations around inequality and justice.

“We strive to assist by creating a safe space for constructive dialogue surrounding complex, difficult issues such as race, politics, justice, and equality in our society,” says Aaron Fisher, Paralegal and co-founder of The Mothership. “We create spaces in which to have these candid, and likely uncomfortable, critical conversations where people can ask questions and express their feelings under the assumption that all dialogue is non-malicious and presented with good intent.”



THE MOTHERSHIP IMMIGRATION STORIES



Looking ahead, we see many opportunities to tap into leadership development resources in order to pour into our members and elevate one another in a leadership capacity.

— CHIMÈRE, DIVERSITY AND INCLUSION TALENT SCOUT AND CO-FOUNDER OF THE MOTHERSHIP

Our internal newsletter, Good Trouble, explores issues at the intersection of race, gender, sexual orientation, and ability. Some themed editions, like immigration stories, shine a spotlight on MailChimp employees and their experiences. Others share action items, like how to communicate with our elected representatives.

During the week of Martin Luther King, Jr. Day, The Mothership partnered with our Culture team on a week of service. Working with local organizations like the Atlanta Community Food Bank, Habitat for Humanity, and Hope-Hill Elementary give MailChimp employees opportunities to give back to the community and serve low-income populations.

Our work with Hope-Hill went deeper, too. The Mothership offered academic mentors during the school year and put on a (free) book sale for kids who came to visit the office.

The Mothership is also working with our Recruiting team to set up networking events for prospective candidates with diverse backgrounds. "Looking ahead," says Chimère Faison Barnard, Diversity and Inclusion Talent Scout and co-founder of The Mothership, "we see many opportunities to tap into leadership development resources in order to pour into our members and elevate one another in a leadership capacity."



HEY THERE, I'M JOSH.
I'M A RECRUITING SPECIALIST.

How do you think you've made an impact at MailChimp?

I started at MailChimp as a Customer Support Technician without any experience in the tech world. MailChimp took a chance on me, and I was able to excel. Now, as a recruiting specialist, I have the opportunity to extend the same chance and believe in others to do the same!

Tell us about a time you went out of your way to help a customer.

I was able to help a customer who uses MailChimp for her coffee shop. She made a mistake and deleted 30,000 subscribers. She couldn't remember when it was deleted or the name of the deleted list. I went out of my way to find it and was able to recover all the lost data. She was super thankful! A few months later, it was cool to hear from her when she visited our office as a panelist. She even wrote about me and our chat on her blog!

How would you describe our customers?

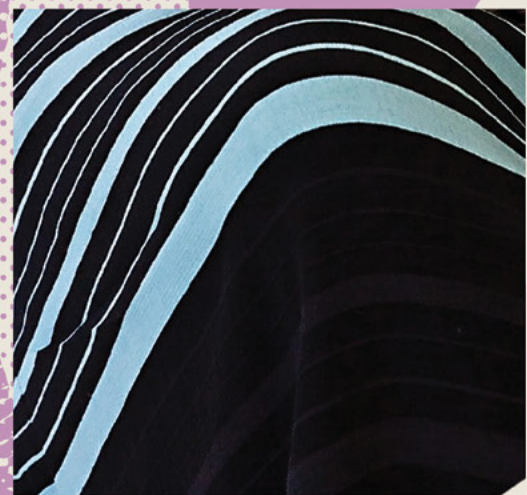
Our customers are adventurous self-starters.



Being yourself makes all the difference



Hi! I'm Lizzy and I'm a Research Lead.



Describe MailChimp in 3 words.

Fun. Powerful. Intelligent.

When you hear the word “customer,” what do you think?

Someone who is doing whatever it takes to get their ideas, products, or vision out into the world.

Who inspires you the most at MailChimp, and why?

Our users. They’re so passionate about what they do, and they are always pushing us to be better, different, and smarter. They always surprise me.

Being yourself makes all the difference

MAILCHIMP.COM/JOBS



We give marketers production-ready software designed to help them grow. We succeed through togetherness, momentum, and pragmatism.



Togetherness, momentum, and pragmatism

— Grow your own way

Here at MailChimp, we provide powerful marketing tools that empower our customers to grow their businesses. Our engineering team is made up of innovators and builders who make this happen. We hire world-class engineers to help us develop features that serve our customers.

“By focusing on building a great product that people can understand and making incremental changes,” our VP of Operations, Joe Uhl, says, “we make sure customers are constantly seeing improvements.”

From automations that help small business owners eliminate their repetitive daily tasks to ad campaigns that enable them to streamline their marketing, our engineers collaborate with different departments and conduct extensive customer research to inform how they prioritize projects. “Everyone is valuable and their contributions will be recognized,” our VP of Development, Eric Muntz, says. “But they are part of a team.”

Being yourself makes all the difference

TOGETHERNESS, MOMENTUM, AND PRAGMATISM — MAILCHIMP.COM/JOBS



“MailChimp’s not a place for engineers who want to put on headphones, write code, and go home,” our Director of Engineering, Maura Kelly, says. Instead, our engineers work together to solve tough problems every day and have the opportunity to develop individual skills they can contribute to the team’s collective knowledge.

“We give marketers production-ready software designed to help them grow,” says our Engineering team’s mission statement. “We succeed through togetherness, momentum, and pragmatism.” We don’t work like most tech companies. Our engineers are a unique bunch who fill a lot of different roles, enjoy collaboration, and recognize that helping our customers succeed helps us do the same.

“A lot of engineering teams focus on fun tools and cool office perks,” Joe says. “We want to keep everything focused on the customer and how we work together to provide for them.”

MailChimp’s not a place for engineers who want to put on headphones, write code, and go home.

— MAURA, DIRECTOR OF ENGINEERING





HEY! MY NAME IS NEEL
AND I'M A DATA SCIENTIST.

What's your favorite part of working at MailChimp?

The people. Joining MailChimp felt like joining a family, and that hasn't changed after 3+ years of working here.

What's your favorite thing that a MailChimp customer has said to you?

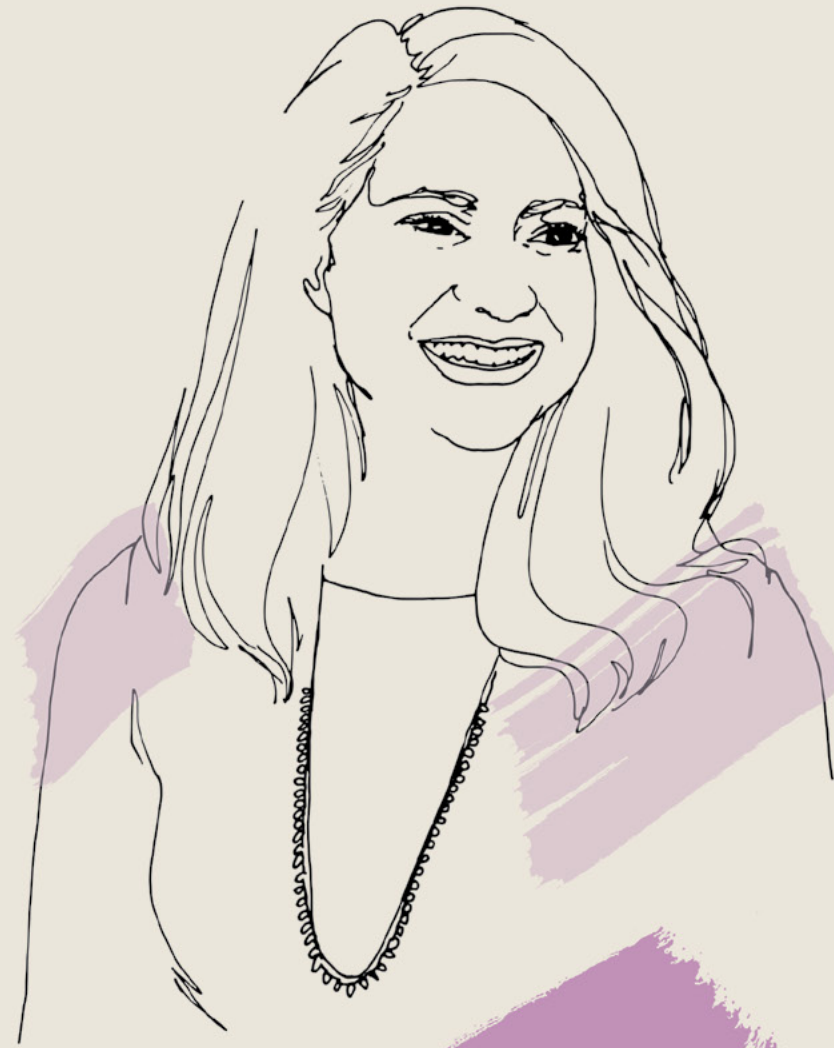
"Yo, love the product. You guys are the dankest."

What about Atlanta makes you proud?

Atlanta isn't trying to be like other cities. Atlanta is trying to be the best version of itself.



Being yourself makes all the difference



Hi, my name is Sarah.
I'm an Assistant Director
of Support.



What's your favorite part of working at MailChimp?

I love feeling like what I do really matters. I might not write code or answer support tickets, but every day I come to work knowing I will make a difference in someone's life—whether big or small—and that is my favorite part of working at MailChimp. Everyone plays a critical part in making this magic happen.

How would you describe your coworkers?

In every sense of the word, I would describe my coworkers as brilliant. Never have I been around such intelligent, hilarious, creative, and unique individuals all in one place.

Where do you take your friends and family when they visit Atlanta?

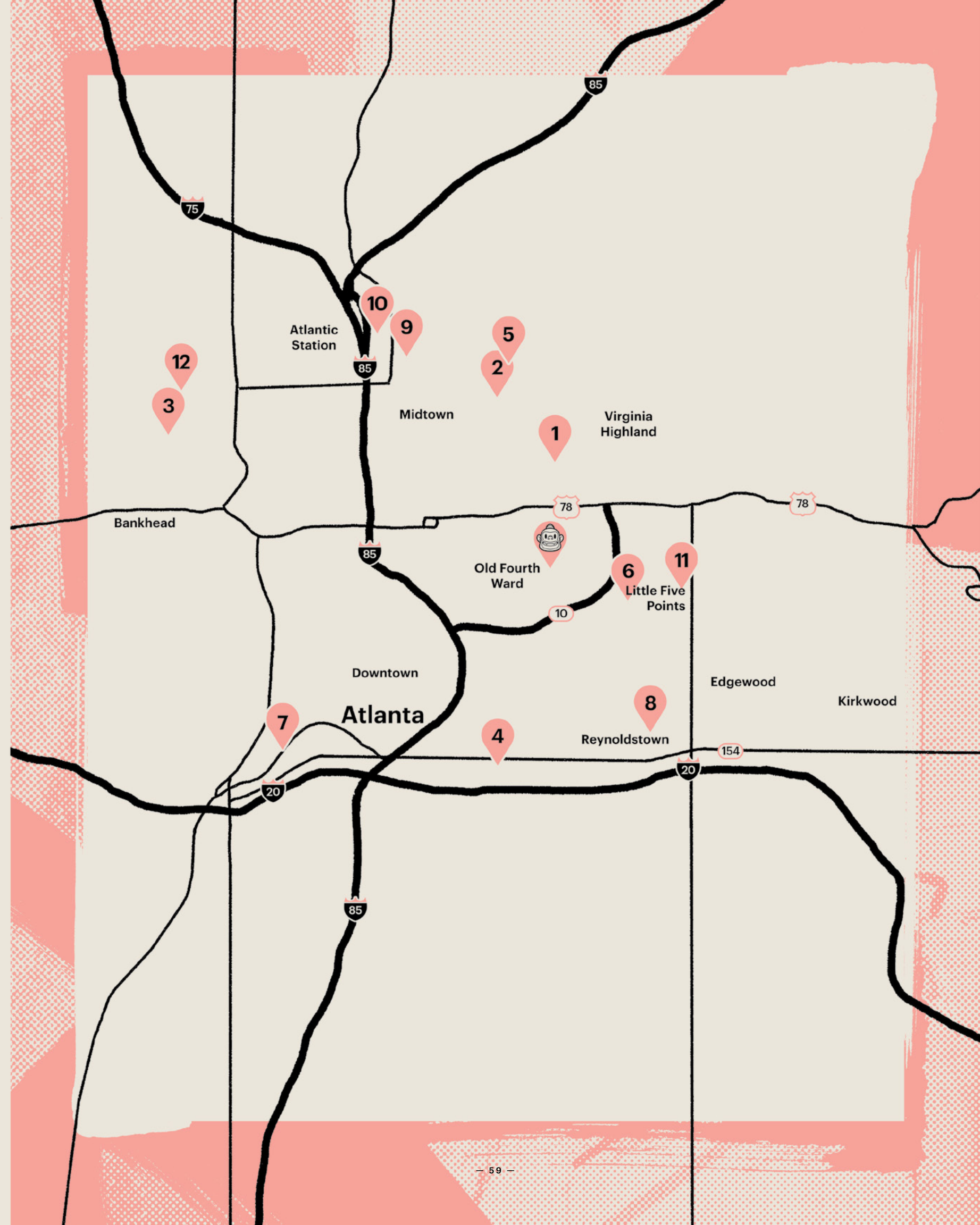
Without a doubt, I always take friends to the Porter Beer Bar. I feel like it's the one restaurant that represents Atlanta perfectly with its eclectic scene and tasty food. I also love to show friends and family Piedmont Park since it is a connecting point for so many neighborhoods, showcases our budding transportation improvements, and of course has gorgeous skyline views. Lastly, I love hitting up Victory in Decatur. It shows off the small neighborhood vibes we have all over the city.

We love our city

— Some of our favorite spots around town

- 1** **Katie — Midtown Art Cinema**
Midtown has my heart! In addition to the new, good stuff, they usually also have a special series running, like film noir or Studio Ghibli, with an introduction from an expert. You can watch Fellini or Hitchcock or Charlie Chaplin on the big screen with a glass of wine or a good beer in your hand.
- 2** **Joanna — Piedmont Park**
I love Piedmont Park and the mix of the green space with the skyline in the background.
- 3** **Sarah — Terminal West**
I live for music and this venue is by far my favorite. It brings in the best bands, and with such a small venue, you get an intimate experience like no other.
- 4** **Summer — Java Cats Cafe**
If you enjoy coffee, cuddling with cats, and giving back to the community, this place is for you! Java Cats pairs with PAWS Animal Rescue and serves food provided by The Gathering, a nonprofit working to support homeless men and women.
- 5** **Radhi — The Atlanta Botanical Garden**
The Atlanta Botanical Garden is a gorgeous place to stroll. Between the interesting art pieces and the different sections within the garden, there is something for everyone. We especially love the expansive kids area, canopy walk, and traveling and seasonal exhibits.
- 6** **Neel — Victory Sandwich Bar**
When I go to Victory, I feel comfortable. The food is always satisfying, the drinks are great, and the atmosphere can't be beat. It's the best surf-rock sci-fi cocktail/sandwich spot I've ever been to.

- 7** **Aaron — The Brunch Cabana**
Nestled in the heart of Castleberry Hill is The Brunch Cabana, which has virtually no wait. The service is perfect—Southern charm is served up with every helping of grits. Also notable: The cost is probably half that of your other favorite brunch spot.
- 8** **Lizzy — ParkGrounds**
ParkGrounds is a coffee shop in Reynoldstown that also happens to be a dog park, restaurant, and bar. So, whether you're looking for good eats, good brew, good drinks, or good dogs, ParkGrounds has you covered.
- 9** **Josh — The High Museum**
I love going to The High Museum to see all the great exhibits that come through, new and old. I always leave inspired and challenged by the artist's perspective and visualization.
- 10** **Lain — Center for Puppetry Arts**
Atlanta's puppetry scene is world-class, thanks to the Center for Puppetry Arts. Take the kids to a show and the museum, then come back to see the Jim Henson Collection.
- 11** **Tonee — Criminal Records**
If you're into music or comic books, prepare to spend several hours here. Criminal features their releases on their Instagram feed. Round that out with in-store performances and a Comics Book Club, and you've got yourself an Atlanta cornerstone.
- 12** **Eric — The Goat Farm**
The Goat Farm is one of these magical places where historic 19th-century structures house an environment for the Atlanta art community to create and showcase their work. I like catching live performances, gallery openings, or just hanging out with friends at the War Horse.



Being yourself makes all the difference

Work with us

— We believe in doing things differently

Millions of businesses use MailChimp to send emails and marketing automation campaigns. We offer competitive salaries and excellent benefits, including 100%-paid-for medical, dental, and vision insurance, along with 401(k) matching, profit sharing, generous family leave, and much more.

Interested in joining our team?

[MailChimp.com/Jobs](https://mailchimp.com/jobs)

The background is a vibrant, abstract composition of various colors and textures. It features large, diagonal brushstrokes in shades of pink, yellow, and purple. There are also sections with a halftone dot pattern in grey and blue. The overall style is modern and artistic.

mailchimp.com/jobs