



COFFEE ACCOUNT MANAGER

Full time

\$55,000 – \$65,000 per year + Super

Job summary

If you are passionate about specialty coffee, have excellent people skills and enjoy being out on the road, we would love to hear from you!

About us

Merchant Coffee Roasters is a specialty coffee roaster based in Mansfield in Victoria's High Country. We are a passionate team dedicated to bringing high quality coffee and service to our clients through strong long-lasting relationships. We have grown from a small batch roastery into a leading coffee supplier in the state. This role requires daily travel to all areas of the state, primarily Northern and North East Victoria, Melbourne, Mornington Peninsula and the Surf Coast. Our roastery is located in Mansfield.

Qualifications & experience

- Demonstrated prior experience in specialty coffee or a similar role is essential. Preferably 3 years or more
- Passion and knowledge for specialty coffee
- Technical skills in coffee trouble shooting and machine knowledge
- High standard of service, ability to build and maintain customer relationships
- Excellent written and verbal communication skills
- Ability to work both in a team and autonomously, trustworthy and pride yourself on an excellent work ethic
- Highly organised with excellent time management and problem solving skills
- Full drivers license, national police check (or ability to obtain one)

Tasks & responsibilities

- Coffee Training – teaching our clients how to dial in effectively, trouble shoot issues, latte art and all aspects of assisting our clients in progressing their coffee skills.
- Account Management – retention of existing customer base, providing outstanding customer service, building relationships based on knowledge and trust, maximising opportunities for business growth.
- Tech Support - coordinate servicing and maintenance for our clients with third-party technicians, provide minor equipment servicing and repairs (experience not essential, on the job training provided).

Benefits

- Fully maintained company car
- Mobile phone
- Laptop
- Be part of fun, relaxed team who share a passion for coffee and people
- Opportunities for growth within our expanding business
- Flexibility to be based anywhere in Victoria, provided travel to our clients across the state is possible.
- On the job training and support