



B2B Customer Happiness Teamlead BELGIUM, KORTRIJK

What type of breed are we looking for?

Are you that kind of person that is always willing to help? You can combine a touch of a sales and an interest in logistics? You're a born leader and true customer happiness visionary? Then you might be the B2B Customer Happiness Manager we're looking for!

What will be in your bowl?

As B2B Customer Happiness Teamlead you'll be part of the Operations teams of Edgard & Cooper across Europe. This means ensuring our unique dog and cat food gets delivered directly to our consumers, but also to garden centers, premium specialty stores, specialized retail chains and veterinarians.

- Together with the team you will ensure our top service to our B2B customers.
- You will lead improvement projects within the B2B Customer Happiness team.
- You'll set-up the right KPI's to track the Team's performance
- You will work closely with different departments inside and outside our organisation. Sales, Marketing, Finance, Transport company's, warehouses, ...

Give us a shout if this sounds like you! – olivier@edgardcooper.com

Skills & tricks

- You have a minimum of 3 year's relevant experience as a team leader or manager.
- You have a minimum bachelor degree.
- You have an action-oriented, entrepreneurial, flexible, and innovative approach to solve issues.
- You are customer oriented.
- Excellent written and verbal communication skills.
- An entrepreneurial/hands-on spirit with out of the box ideas
- Fluent in Dutch, French and English. Other languages are a plus.

Which pack are you joining?

We're just a bunch of animal-loving, purpose-driven, startup-minded pals. Here at Edgard & Cooper, we're big fans of purpose, curiosity and learning on the job. We're a young international company, and we're growing fast. That means we're always looking for people who want to skill-up, who want to be challenged, and who want to make a positive impact. Just like our dogs – Edgard and Cooper – we're friendly and fun, with an insatiable hunger for life. Want to come and play?

What makes Edgard & Cooper different: Feel Good Pet food

Good food makes your mind, body and spirit feel amazing. Nothing beats fresh meat and simple ingredients, cooked and packed with nature in mind. But most pet foods are over-processed and come wrapped in plastic. Enough is enough.

Welcome to Edgard & Cooper – naturally, tasty cat and dog food that you, your pets and our planet can feel good about.

