



CUSTOMER HAPPINESS HERO

What type of breed are we looking for?

We are looking for an enthusiastic pet lover to make our customers and their pets happy. What a job, right? 😊 As our Customer Happiness Hero, you will guide and support our users in their journey with our brand. You will assist them when they have all sorts of questions. You'll be the first point of contact when customers reach out to us.

What will be in your bowl?

Your job is to put a smile on our customer's face, be it on chat, via email or on the phone. You'll assist pet lovers in their purchase decision making process, using your product knowledge and commercial feel. Don't worry, we'll teach you everything there is to know about Edgard & Cooper pet food.

You'll turn unpleasant situations into wonderful experiences using your problem-solving magic. You'll gather customer insights for the company and actively increase our knowledge of what's going on in our community.

You'll work together with the Happiness team to monitor our loyalty program and launch new customer delight initiatives.

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

Skills & tricks

- You speak fluent Dutch, French and English. Every other language is a strong plus!
- You think in solutions rather than problems.
- You have excellent communication skills.
- Your positive mindset inspires everyone.
- You have good time-management skills and the ability to keep your head cool during rush hour.
- Being a pet parent is a strong plus and of course you love people, pets & the planet like we all do at Edgard & Cooper.

Ensuring customer happiness requires creativity, problem solving ability, passion, and an unwaveringly upbeat attitude. If you are motivated, results-driven, and enjoy working in a consumer facing environment, we'd like to meet you!

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.

