



Customer Happiness Manager BE

Where we need help

Due to fast growth and our strong believe in "customer happiness", we're looking for someone to help guide and scale that team. The customer happiness team takes care of consumer questions and works on delight projects. It's driven by love for the consumer, strong processes & a hint of creativity.

We are looking for ...

Someone who's able to scale a strong & motivated team, around solid processes & team culture. The team is our first point of contact to many consumers and has a strong impact on how the brand is experienced. You make sure that consumer knowledge is distributed effectively throughout the organization.

- You're able to set-up strong processes, hire new talent, while guarding team culture
- You have strong project management skills - getting things done
- You are creative & inquisitive in your love for the consumer
- You answer consumer questions alongside the team, to keep that connection.
- Minimum 3 years of relevant experience

What will be in your bowl?

- Together with the team, you lead the development of our "customer happiness" strategy
- You help the team build strong processes as the business grows
- You help set the right KPIs to track progress
- You come up with ideas to delight our consumers, together with the team
- Strive to be(come) a good thought & team leader within the organization

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? Contact wouter@edgardcooper.com

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.

