



Customer Happiness Hero

BELGIUM, KORTRIJK

A little bit about Edgard & Cooper:

Once upon a time, our founders wanted to feed their dogs - Edgard and Cooper – pet food they could feel good about. The kind of food that was as good for the planet as it was for their pets. But they couldn't find anything that was quite right. So...to cut a long story short, they decided to make their own!

Today, 4.5 years later, Edgard & Cooper has sold over 5 million bags of food, hired over 100 people across Europe and made lots and lots of dogs & cats (and their owners) feel good!

A little bit about us:

We call ourselves 'the pack' because we stick together. That means we're a bunch of nature-loving, animal-adoring, purpose-driven pals! Working here means working in an international and supportive team in which everyone has a voice. We're big fans of curiosity and learning on the job, and we love people who take the initiative.

So if you want to join a fast-growing team that's REALLY making a 'pawsitive' difference, you've come to right place!

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 with your love for customer care? Then you might be the B2C Customer Happiness Hero we're looking for! A candidate with strong empathy and understanding of customers needs.

What will be in your bowl?

The Customer Happiness team is our first point of contact with many consumers and has a strong impact on how the brand is experienced. You work to ensure that we "Make their day, everyday" and you always "Make your pet proud (and your mum too) through all of your actions. You are creative & inquisitive in your love for the consumer, and you are always ready to learn something new.

- You will be the person our customers can reach out to in case they have any question the need advice or support.
- You will be the voice of the brand towards the consumer
- You will work closely with different departments inside our organization.
- Logistics, Warehouse, Digital, etc.
- You will be a team player working to always improve the service we offer our pet's and their parents

What skills & tricks should you bring?

- You have very strong sense of empathy and customer care while understanding business needs
- You work well in a team and thrive towards common goals
- You are a native French and English speaker or feel as comfortable in it as your mother tongue
- You have a basis of Dutch or Italian
- You have a first experience in a customer facing role



What treats do we have for you?

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 we're friendly and fun, with an insatiable hunger for life. Want to come and play?

If the above sounds like you and you feel excited about it, apply via email attaching your CV and cover letter: fiza@edgardcooper.com – I'm looking forward to reading why you want this role!

Ideal start date: 15/03/2021

Equal opportunities: We believe the strength of a pack comes from its diversity. So no matter who you are, where you come from, what you believe in or what your dreams are, we welcome you and look forward to receiving your application.

Accessibility: Our HQ office and satellite sites are wheelchair accessible

