

# GERMAN & UK CUSTOMER CARE ADVISOR

## ABOUT KOKOBA

Kokoba is a privately owned international pet food and pet supplies online retailer based in Clerkenwell, London. Currently a £20M revenue business we are now embarking on an ambitious transformation programme to become Europe's Leading Dog and Cat Wellbeing Business and will grow the business to over £100M in the next five years. The business is under new leadership and we are looking for a number of talented individuals to join us and rapidly scale our future.

Kokoba currently trades under three different brand fascia (Pet-Supermarket, MedicAnimal and PetMeds) and in five countries UK, Fr, De, NL, AT. The UK business represents c.50% of the company's revenue. Over the coming year we will launch a new exciting brand experience and will then consolidate our existing brands into that one brand.

Kokoba presents a great opportunity for people who are excited by the challenge of building and scaling a new business proposition. We are a relatively small, but growing team (currently 35) and everyone has the opportunity to significantly influence the direction and growth of the business. No matter what your role in the organisation, you are expected to look for opportunities to improve the business and to drive this business change.

## ABOUT THE ROLE

Our team is passionate about changing the face of pet healthcare in Europe, and our people are at the heart of our success. That's where you come in...

The customer service team is an integral part of Kokoba and your role is paramount to continuing success. You are the voice of the company and the first point of contact for our customers. So, if you love delivering world class customer service, love problem solving and being part of a fun and fast paced team, then this is the job for you.

We're looking for a Customer Care Advisor with fluent German & English language skills to join us on a permanent basis. Customer Care is where we aim to stand out and differentiate ourselves from other companies in our space. We intentionally use the term "Care" not "Service" as we believe there is a difference. Care with a conscience is not only a tagline but the ethos of our business that runs through everything we do as a team.

We're a talented, dynamic team who do a lot to forge a sense of togetherness with regular social events that have ranged from paintball to karaoke! There's a friendship that runs through our group that makes working together pleasurable and our office a fun place to be.

We're based a few minutes' walk Farringdon station, have a dress-down environment and foster a supportive & friendly working culture. We offer a competitive salary, plus excellent opportunities for professional development and a generous benefits package. We also have dogs in the office and you can bring your own!

## ACCOUNTABILITIES

- Supporting our DE & UK customers via phone, email, live chat and on our social media platforms
- Demonstrating a high quality of service in all customer interactions. This is reviewed and measured through our QA processes, which look to make sure you put the needs of the pet, at the forefront of everything you do
- Placing orders and processing telephone payments. Offering associated or enhanced products and services where appropriate

## GERMAN & UK CUSTOMER CARE ADVISOR

- Resolving customer queries in relation to orders. This could be regarding expected arrival times, promotions and payments, returns etc. This includes liaising with our courier partners, Warehouse and Purchasing teams. Queries are received by phone, email and live chat
- Reaching out to our customers via our retention channels, offering services, products and advice. Attending training sessions on foods, accessories and pet care
- Engaging in tasks or initiatives set by the Care department associated with our customers
- Assisting other teams within the business where required
- Maintaining an excellent knowledge and required skillset of all the systems and tools we use within the department.

## SKILLS & TRAITS REQUIRED

- German & English language skills are essential – equivalent to native speaker level, both verbal and written
- Customer Service experience desirable, ideally within a similar environment
- Great customer focus and excellent telephone manner
- Passionate about delivering a great customer experience
- Ability to multi-task and handle a high volume of work fast
- Team player but also someone who can work independently
- Articulate, bright and forward thinking
- Passionate about animals and going the extra mile to help them lead healthy, happy lives
- Excited by the prospect of building a world class business
- Punctuality and reliability

## KEY ATTRIBUTES FOR SUCCESS AT KOKOBA

- Can do attitude, roll up your sleeves and get things done
- Inquisitive by nature, enjoy learning and developing
- Listen to others and challenge others respectfully
- Fact based; data driven approach
- Enjoy working in a fast-paced environment
- Humility, admit and learn from mistakes
- Enjoy working as part of a team
- Upbeat & positive – see challenges as opportunities
- Passion for pets

The right candidate will receive a competitive salary and benefits package as well as the opportunity to join a successful ecommerce company during an exciting stage of growth.

***Owing to the current circumstances, the interview process will be remote, and the successful candidate will be working from home until it's deemed safe to return to the office.***

***Potential start date will be from 1<sup>st</sup> July 2020 onwards, depending on business requirements and the coronavirus outbreak.***