



CHIEF HAPPINESS OFFICER GERMANY





MOYEE COFFEE
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🌐 linkedin.com/company/moyee

Long live the revolution!

We are turning the *πμoм æεffoɔ* upside down and you can be part of it. For our team of Coffee geeks, we are immediately looking for a:

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Moyee Coffee is the world's first FairChain coffee brand. We are a Social Enterprise and BCorp and we realize a fair and 100% transparent value distribution in the coffee chain.

WHAT IS YOUR MISSION?

Your mission as a Community Manager is to turn all customer contacts via phone, email, social and Moyee's website into a joyful experience for consumers and to fully relieve them of their concerns regarding orders, questions or points for improvement. You put yourself in the customers' shoes and know what they want before they ask.

WHAT WILL YOU BE DOING?

Start with some great coffee, because it will be a busy day. In the morning, you start with a tour through Freshdesk, where the questions of customers arrive. You quickly see how you can help and which questions you need to discuss - you don't hesitate to speak to everyone personally. Like a true social butterfly, you also communicate all issues to relevant colleagues. You have sent reminders to customers who have not yet ordered for a month, and you know about important customers' birthdays and send them a surprise package. Do you often come across a question? Then of course your sales colleagues will soon learn about it, because you're really good at writing How-to's and FAQs. At Moyee, no two days are the same. Here, you are seriously asked to do something.

YOUR GOALS?

1. Optimal handling of incoming customer questions
2. Ensuring that Moyee customers become true brand ambassadors
3. Thinking empathically with customers and contact them proactively
4. NPS score of at least 110%
5. Churn management, ensure that the churn is -100
6. Keep teams informed about the latest customer feedback
7. Work closely with the marketing team and provide them with customer insights
8. Build customer profiles and know the name of their pet

WHAT DO WE OFFER YOU?

1. Work hard, play hard - best Friday drinks
2. A flexible start-up environment where you can challenge yourself
3. Working at a revolutionary company, where you make a difference in the coffee-industry by realizing the FairChain coffee dream
4. A job where pace and assertiveness are the common thread and no two days are the same
5. You manage your own tasks
5. And yes: radically good coffee all day long (we'll teach you how to make it)
6. Fun colleagues and an inspiring work environment
7. Grow and develop along with the growth of Moyee

WHAT ARE WE LOOKING FOR?

1. An inexhaustible getting things done attitude
2. Calmness under pressure, and the ability to keep a good overview
3. With your communication skills you enthuse all customers
4. You are flexible and are proactive
5. You are handy with Word, Excel, Woocommerce and Google applications
6. Both great German and English language skills
7. You can regularly be found at the barricades as a happy activist for a good cause

Now what?

Are you interested? Send your powerpoint, home-baked cake, presentation or TikTok to: people@moyeecoffee.com

SO:

TITLE	
CHIEF HAPPINESS OFFICER	
COMPANY	LOCATION
MOYEE COFFEE	AMSTERDAM
TEAM	HOURS
MARKETING	32-40 UUR IN 4-5 DAGEN

SOME MOYEE FACTS

FairChain is all about sharing more of the value created in producing countries, with other producing countries. In other words, helping the people who grow our coffee to enjoy a bigger chunk of the €4 we spend on our double shot cappuccinos. It probably doesn't come as a surprise that all that profit stays in the West. FairChain aims to change all that.



[mo-jie] is the way we pronounce Moyee, but don't feel obliged. Turn it into something that sounds natural to you!

Mo·yee is the Ethiopian word for mortar. Ethiopians traditionally use this to grind their roasted beans. This makes it a symbol of the FairChain ideology: industrialization of coffee-producing countries. At the same time it is also a symbol for the current imbalance in the coffee chain. As with many household tools people treat the mortar without much respect.

The capital 'M' embodies the core value of the Moyee identity. By this we mean a 50/50 split - 50% for them, 50% for us. We pay our farmers a good price for their very best beans, but a 50/50 is what we're fighting to achieve. The symmetrical 'M' embodies this 50/50 split in the coffee chain.



Klinkt dit fantastisch? We horen graag van je!

SOLLICITEER DIRECT!