



Customer & Vendor Care

Heidelberg, Germany

Hi, nice to meet you!

Fancy applying for the role of **Customer & Vendor Care**, then this is the right place to come. Let's get started!

Who is EZY.ECO – I have never heard of you guys!

Correct, we are new to the market with a brand-new way to approach sustainability. Our business is about making sustainable designer products easy for customers to find, buy, and enjoy. Our purpose is to celebrate sustainability in all its forms, delighting customers with the latest offerings without sacrificing lifestyle or quality. We are basing our business model on psychological research and have a couple of professors on the team already.

We are in a huge growth phase, and we are looking for talented people to help grow this further.

What are we looking for – Skillsets?

Below is a list of the skillsets we are looking for (if you have more even better)

- Primary (email) contact for our customers and vendors to support them in our order to delivery process
- Active management of customer feedback, requests, and complaints
- Tracking of customer feedback to determine what system changes are required
- Responsible for customer and vendor communications (sending news-letters or updates)
- Oversight of EZY.ECO orders that are sold via our online system, ensuring completion of orders

What are we looking for – Personality?

Focus, discipline, attention to detail and the love to work in a team that is building the new eco consumer model. Each member of our team is a critical part of the puzzle, and we love to own activities and kick them to the curb. Your ambitious personality will fit right in with our group of high performer misfits.

How do we work together?

We are 150% focused on growing our business and making it easy for customers across Europe to enjoy eco designed products. We work hard, but we play hard. We celebrate each of our colourful personalities that make our business a super exciting place to work.

Sound interesting?

Then let's get to what we offer in return. A competitive market salary, a super annual bonus of up to 25%, fantastic new offices two minutes from the Heidelberg main station, cool team members from across the globe, not to mention the close proximity of restaurants, a bowling alley, Heidelberg swimming pool, all of this while you are focusing your talents on changing the future of sustainability. Could this get any better!!!

If this has triggered your interest, then send us an email to ben@ezy.eco (that's me – the founder) or call me on +49 176 327 316 to register your interest. The normal interview rounds etc. will take place thereafter.

Looking forward to meeting you in person!!!

