



CUSTOMER SERVICE EXECUTIVE

Job Description | September 2019

IKAWA

IKAWA is a fast-growing start-up based in East London.

We design and manufacture transformational, innovative systems to improve the quality and appreciation of coffee and have customers in over 70 countries worldwide.

Our products currently consist of two types of coffee roasting machines together with supporting apps and a range of curated green coffees. The award-winning IKAWA Sample Roaster is used by coffee professionals to advance coffee quality by helping them improve their evaluation of green coffees. It has already been disruptive in this sector and is now being used by industry leaders to enter and win global coffee competitions.



We have also launched our first product in the IKAWA At Home range - our Smart Home Coffee Roaster System. This simple and accessible approach includes a coffee roaster, selection of green coffees, roast recipes and the IKAWA Home app. It is designed bring coffee to life for coffee connoisseurs and enthusiasts. We're excited about the opportunities to expand in this sector.

Join us and help deliver this potential.

Location

Our head office and workshop is in London Fields, East London (E8 3SE). We have a sales office in Los Angeles and distributors worldwide.

Contract

Full time (Monday - Friday).

Immediate start available. Notice periods considered.

The Role

We are excited to be recruiting for a highly organised, resourceful and motivated person to join our growing team in our East London office, to help manage our rapidly growing, international customer base for IKAWA for Professionals and IKAWA at Home.

This position is suitable for an exceptional candidate with previous experience in a customer service or similar client facing role. You will be a personable, conscientious and ambitious individual who ensures delivery of excellent service standards to consistently delight our customers.

As a high-profile ambassador for our company and products, you will proactively support new and existing customers in over 70 countries worldwide, as the first point of contact for product information and operational support.

You will be a critical addition to our small and talented customer service team as our company moves to the next stage in our growth. The role will offer a real opportunity to impact and deliver on our customer relationship strategy covering a wide variety of tasks and responsibilities across multiple business functions.

Responsibilities will include:

- Point of contact and respondent of IKAWA Support and Customer Service; covering a customer base of 3,000+ users across 70+ countries.
- Managing customer communications from issue to resolution, and beyond.
- Providing exceptional standards of new customer on-boarding and support.
- Taking a lead on and implementing customer relationship management.
- Recommending, designing and implementing proactive customer service projects and initiatives.
- Developing and implementing effective internal systems and to improve customer experience.
- Delivering basic technical support.
- Being an ambassador for IKAWA and our products.
- Working closely with the IKAWA Customer Service and Operations team to consistently exceed customer expectations and meet multiple KPIs, covering operational duties as necessary (including logistics, importing and exporting, information management, and being a critical link across multiple internal departments).

The ideal candidate will demonstrate:

- Customer service experience and enthusiasm for delighting people.
- Experience or an interest in coffee.
- Clarity in verbal and written communications.
- Excellent interpersonal skills, with the ability to adapt and respond to customers worldwide.
- Resourcefulness & creativity with the ability to independently solve problems.
- Confidence and a positive, can-do attitude.
- Ability to multi-task, prioritise and manage a heavy workload efficiently.
- Commercial awareness.
- Competence with Microsoft Office, CRM, customer service, and productivity software.
- Proficiency in another language is a plus.
- Experience or interest in working for a start-up, particularly customer service, sales or marketing functions.

Remuneration

Competitive salary based on experience.

Company benefits including MacBook, Home Roaster, team incentives and activities, perks, occasional travel, L&D opportunities, 22 days' holiday plus bank holidays, access to company pension scheme, ride to work scheme.

Application

Please send a CV, a cover letter, maximum one side, including the thing that excites you most about this role, and setting out how your experience meets the job description, to jobs@ikawacoffee.com.

Please contact Matyas Tamasi, HR Manager with any queries on +44(0)7397512324.