

Customer Service Advisor

Ever wish you could be a major part of building an iconic British brand?

Do you have a passion for nutrition?

Are you mega organised?

Do you have a good 'head' for business?

Are you equally confident working with your girl next door and high profile people?

If you've checked a few of those boxes, read on!

Recently voted the 'best new brand' at the World Beverage Innovation Awards, and named by Gwyneth Paltrow's Goop as the 'best cleanse this side of the pond', PLENISH is *the* leading organic, cold pressed juice and healthy drinks company in the UK (we might argue the world). We are experiencing fierce and exciting growth in our retail accounts like Planet Organic and Wholefoods and through our online shop selling cleanses and detox programs, plenishcleanse.com. We are fun, hardworking bunch based in West London and adding to our talented team.

PLENISH is looking for a super motivated person to provide superior customer service to our growing client base. If you're the right candidate, you are interested in health and wellbeing, enjoy building relationships and have the confidence to deal with VIPs, celebrities and clients' with (sometimes challenging) needs. You will enjoy exceeding expectations and helping finding solutions for nutritional needs.

This is a great opportunity to be a big part of a healthy, high-profile business growing at a ferocious speed. You will be reporting into the management team, so a great opportunity to learn all areas of a new business from a senior team. This is a growth position.

Your main responsibilities will be:

- Customer Service: Key/Input customer and retail orders, take orders over the phone and respond to client enquires.
- Inbox Management: Reading, filtering and replying to all emails that come into the general info account. Replying where relevant and forwarding to relevant team members.
- Sales: Manage VIP clients and anticipating their needs. Develop relationships with clients and partners to grow online package sales including subscriptions and working with our brides and VIPs.
- Operations Support: Liaise with distribution partners on daily deliveries and queries, and help solve any problems that come up from time to time – due to the nature of working with an ultra-fresh product.
- Office Management: Ordering supplies, and keeping the team in check!
- Nutrition: Depending on your level of qualification, offering nutritional advice and getting in New Product Development.

What we are looking for:

- Competency with Microsoft Office, especially Excel.
- High attention to detail.
- Fun and healthy outlook on life.
- Desire to work in a growing company.
- Commitment to offer 'white glove' service to all our clients.
- Holds a degree from University. If you had good grades, share them!

- 1-2 years working experience required.