



Customer Support and Accounts Intern – Paid 10-week Internship

Location: Manchester

Too Good To Go is a mobile application dedicated to reducing food waste. We connect food business with surplus food to customers who collect it for a reduced price, avoiding waste and saving our customers money. After rescuing over one million meals around Europe since our launch in late 2015 we're expanding our operations and looking for a motivated intern to help us manage our business and consumer support channels on a full-time basis (37.5 hours per week) for 10 weeks.

The perfect candidate will believe in our cause and relish the challenge of developing themselves and gaining exciting work experience at a young, unique and dynamic organisation. You'll be articulate and confident in speaking to our valued customers by telephone and in writing. You'll have excellent written and spoken communication skills, ideally with previous experience of a customer-facing role, and you understand the importance of providing exemplary customer service at B2B and B2C level to continue to grow the Too Good To Go brand.

You'll take initiative to develop and improve the ways in which we interact with our customers, and most of all be confident and innovative when solving challenging problems. You'll work closely with team-members from around the UK and a dedicated international team in a dynamic and fast-moving environment, so you should be adaptable and up for a challenge.

Primary duties:

Handling inbound customer enquiries in a timely manner, swiftly following up enquiries and resolving issues that may exist with Too Good To Go partner stores;

- Efficiently dealing with enquiries from Too Good To Go partners via telephone and written correspondence;
- Taking a proactive approach to partner excellence and account management to ensure the highest quality service delivery;
- Undertaking ad-hoc tasks to improve the Too Good To Go service offering.

Requirements:

We value your personality more than we value your work history and qualifications. Experience of working in a similar role is an advantage but not necessary, although you should meet the following criteria:

- You must hold a University degree;
- You must have excellent skills in written and spoken English;
- You must be a team-player and innovative problem solver, keen to learn and bring your own ideas to the table.

The location of the role is in Manchester although the successful candidate will be required to work remotely from time to time, and you'll be paid the National Living Wage.

To apply, please follow the link below to complete the application form. Due to the high volume of applications we receive we regret that we cannot respond to all candidates, but if you are successful one of the team will be in touch shortly.

<https://podio.com/webforms/19126731/1287474>