**Job Title:Customer Service/Sales Officer**

**Purpose of The Job:**To interface with the Customers at the Point of Sale and through the Website/Social Media.

**Duties and Responsibilities:**

* Help ensure a good customer experience through quality service
* Sell the Company’s products
* Recommend the Company’s products to Customers
* Collect money from Customers
* Serve as a Community Engagement Officer for Company’s Social Media platforms
* Handle structured communications with customers.
* Handle product communications/promo to customer
* Coordinate delivery of products to customers

**Candidate:**Must be a type and outgoing type A personality with temperament and experience to be a good Team member. Must be able to multi-task, work under pressure and influence Team to achieve result and take responsibility.

**Reporting To:*The Chief Operating Officer***

**Working Hours:**The position is full-time with opportunity for growth to be Operations/Marketing Manager -depending on ability and skills/personality.

**Salary:**The pay is among the top 5% for entrants into the Juice/wellness industry. The pay is negotiable depending on experience.

**Benefits and Perks:**There is medical insurance as well as feeding allowance.

**Specification Knowledge:**

* **Essential:** Good understanding of spoken and written English. Understanding of Computers/Social media selling and Customer service essential.
* **Desirable:** Understanding of the health/fitness/wellness industry. Background in Nutrition, biological sciences….

**Work Skills:**

* **Essential:** Impeccable spoken and written English. Good communications skills, Customer Service Skill, and ability to use the Computer (Excel/Word, PowerPoint) important. So also, is Social Media marketing- Google marketplace, Instagram, Facebook….
* **Desirable:** Development of meal plans, Veggies/fruits and their nutrition….

**General Skills / Attributes:**

* **Essential:**Good communication skills, writing skills, ability to delegate, ability to motivate, ability to convince Customers….
* **Desirable:** Ability to make salads/Smoothies….

**Experience:**

* **Essential:** Working experience in a target-driven, good customer service environment
* **Desirable:**Work experience in Hospitality industry (Wellness/health foods/service industry). Marketing/Sales Experience in a service industry

**Qualifications / Education:**

* **Essential:** A minimum of a first Degree in Communications, Arts or
* **Desirable:** A degree in Human Nutrition, Dietetics, Nursing, Counselling….

**Probation:**Three-Six Months probationary period

In keeping with Government regulations, all potential employees must pass the Food-handlers test and other medical tests before employment.