



SOLVING THE PROBLEM OF WASTE

OLIO is the world's only neighbour-to-neighbour food sharing app, and our mission is to solve the problem of food waste in the home & local community, at scale. We do this by connecting anyone with spare food – which can be households or food businesses – with neighbours living nearby who would like it. Globally, over one third of all the food we produce gets thrown away, which is worth over \$1 trillion; and in a country like the UK half of all food waste takes place in the home. OLIO solves this problem with our award-winning mobile & web app.

Over the past 7 years OLIO has grown from a local initiative in North London to a global movement. We now have over 6 million users who have given away 52 million portions of food, in 62 countries. OLIOers have also given away 3 million household items in our non-food section.

Underpinning OLIO's incredible growth has been our volunteer programme, with over 75,000 people reaching out to spread the word about OLIO in their local community. We also work with over 4,500 business locations across the UK via our [Food Waste Heroes Programme](#) to enable them to have zero food waste locations.

We have a bold ambition to have 1 billion OLIOers by 2030, given that reducing food waste has been identified by [Project Drawdown](#) as the #1 most important thing humanity can do to mitigate the worst effects of the climate crisis. Our work has been widely recognized, most notably by the United Nations who highlighted OLIO as a "beacon" for the world, and by Vivatech who awarded OLIO "Next European Unicorn".

<https://olioex.com/about/our-impact/>

JOIN OUR TEAM!

To help take OLIO to our next level in growth and impact, we're recruiting for a **Freelance Customer Satisfaction Agent (Spanish & English Speaking)** to ensure that customers feel supported and that feedback is managed and presented to the OLIO team. Although the role is remote, we are recruiting for someone based in Latin America. This role will require 20-25 working hours per week including weekends. The Customer Satisfaction Agent will report into the Head of Customer Satisfaction and work with all OLIO customers including people sharing in their community & volunteers.

In this role you will be responsible for:

- Guiding customers to effectively use the app via email tickets, live chat & the OLIO forum
- Moderating content in response to user generated reports
- Creating content to help our customers such as FAQs, forum posts and tutorial videos
- Analysing and presenting feedback in order to provide the product & marketing teams with tangible suggestions for improvement
- Testing and reporting technical issues and working closely with the technical team to troubleshoot customer issues and help identify the root cause

This is an incredibly exciting time to join our team of approx 100 passionate OLIOers, and help us to unlock our full potential! OLIO is a remote-first company with an incredibly strong culture, and was listed as the top 4th best place to work by [Escape The City 2022](#).

IS THIS YOU?

Our ideal candidate will first and foremost be as passionate about our mission as we are! In addition to this, you will have the following attributes:

- High level of empathy
- Excellent written communication
- Computer whizz and speedy trouble-shooter

- Fluent in English and Spanish
- Flexibility in working hours
- Experience with data analysis preferable

All OLIO team members share these attributes:

- Mission obsessed
- Self-starters with a 'can-do' attitude
- Resourceful and creative
- Thorough, but able to move quickly and decisively
- A ruthless ability to prioritise
- Excellent communication skills
- Fun to work with 😊

At OLIO we boast a diverse team, with individuals of 18 nationalities, as well as a strong LGBT+ presence (21%) and an age range from early 20s to 45+. We're committed to keep this going as we grow, and encourage people from all backgrounds to apply.

HOW TO APPLY

Please [click here to apply for this role](#). Though we will continue to hire for this role, we would like to offer the role to the right candidate ASAP.