



SOLVING THE PROBLEM OF FOOD WASTE

Olio is a sharing app for local communities. We're on a mission to solve the climate crisis by ending waste, one share at a time. The app offers a simple solution to surplus stuff — by enabling households and businesses to pass on unneeded or unsold items to someone local who'd value them. In the beginning, we fought food waste. Today, we fight anything going to waste.

The stats on waste are stark. To take just 2 examples: 50% of the clothes in our wardrobes are never worn; and over 1/3 of the food we produce globally gets thrown away (half of that happens in the home). Olio tackles this problem by empowering us all to be part of the solution. We believe that sharing has the power to transform us as individuals, our communities and the future of the planet. That's why Olio isn't just an app fighting waste — it's a movement for optimism.

Over the past 7 years Olio has grown from a local initiative in North London to a global movement. We now have over 6.5 million users who have given away 86 million portions of food and 8 million household items in 62 countries.

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](#) — including Tesco, Pret, Costa and Iceland — to enable them to have zero food waste locations.

We have a bold vision to build the future of consumption — which is hyper-local and sustainable — and reach 1 billion Olio-ers by 2030. 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".

JOIN OUR TEAM!

To help take Olio to our next level in growth and impact, we're recruiting for part - time **Customer Satisfaction Agents (English speaking) to ensure** that customers feel supported and that feedback is managed and presented to the Olio team. The role is remote and will require 20-25 working hours per week including evenings and 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 Olio and help us unlock our full potential. Olio is a remote-first company with an incredibly strong culture — listed as the 4th best place to work by [Escape The City 2022](#) and recently awarded B Corp status, which means we're committed to the highest standards of social and environmental performance, transparency, and accountability.

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
- 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 😊

We boast a diverse team: with 28 nationalities, across an age range that spans early 20s to 45+, with 24% identifying as coming from a lower economic background, and a strong female presence in the company (59%).

Our team members come from a range of ethnic backgrounds (24%), as well as from the LGBTQ+ community (29%), and those who identify as neuro-divergent (38%) and disabled (6%).

We are part of the [All-In Promise](#), and we are 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.