



# Zaytoun CIC

## **Customer Relations Manager**

Post is full-time, London-based

The post holder will report to the Operations Manager and will be a key member of a small team.

The post is office based with occasional travel for meetings and events.

The post holder will take primary responsibility for order fulfilment and office administration and take an active role in growing Zaytoun's sales.

With consolidated administration experience, and experience in a customer-facing role, you will also have a high level of numeracy and an ability to work under pressure and to tight deadlines. You will be familiar with computerised databases, spreadsheets and have good written abilities together with excellent telephone customer service skills.

## ZAYTOUN

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Zaytoun is a Community Interest Company founded in 2004 to create and develop a UK market for fairly traded Palestinian produce. The company is a cooperative, and a member of the World Fair Trade Association.

Initially run as a volunteer company Zaytoun works with a network of local volunteer distributors and during the past 3 years has also developed a UK wide network distribution network via Fair Trade organisations and wholesalers.

We work with a number of Palestinian partner organisations to import and distribute a range of traditional Palestinian foods and soaps to the UK and Ireland.

We support all partner organisations to achieve Fairtrade and organic certification in order to improve the market potential for their goods and have recently celebrated a world-first - the Fairtrade certification of olive oil and olives from Palestine.

Zaytoun take customers and campaigners out to Palestine on two trips at olive harvest time and organise producer tours to the UK in order to further links between consumer and producer.

All team members are eligible for cooperative membership after completion of a 6-month period of employment

## JOB DESCRIPTION

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The post holder will take primary responsibility for order fulfilment and office administration and will be a key member of a small team.

Salary according to experience

## JOB DESCRIPTION

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### **Responsibilities:**

- Providing a primary point of contact for Zaytoun's diverse customer base
- Managing order fulfilment; all sales administration including recording invoicing on QuickBooks software and liaison with warehouse/courier to arrange deliveries to wholesale, retail and individual customers.
- Working with the warehouse contact to ensure accurate stock records are maintained
- Reporting on sales of products and different customers to provide data to management team
- Working closely with Finance Officer to provide effective stock management
- Customer liaison regarding order queries, information requests and complaints
- Updating website content
- Keeping all office files and computerised records maintained and up to date
- Attendance at events (stalls and promotion events) weekends and evenings (TOIL available)
- Inputting into Zaytoun sales strategy

### **Skills & Experience:**

- Highly developed interpersonal skills, able to provide high level of customer service.
- Excellent computer literacy (will be using Microsoft Office applications & Quickbooks Accountancy Software on daily basis); ability to adapt to new software packages.
- Excellent administration skills
- Knowledge of the situation in Palestine, willing to visit Palestine with other team members
- Previous experience in fair trade retail would be preferable, but not required.
- Able to work on own initiative, making suggestions and reporting progress
- Well organised
- Enjoys working with people and also able to work alone
- Passion for Zaytoun's mission
- Commitment to Fair Trade

If you would like to apply for this position please send cover letter explaining why you are suitable and want this job and CV to [manal@zaytoun.org](mailto:manal@zaytoun.org). Application deadline 5pm January 13<sup>th</sup>. Position to commence in February 2012. [www.zaytoun.org](http://www.zaytoun.org) ☎020 7609 5699