



Half of the clothes in our wardrobes are never worn, and one third of food produced globally ends up in the bin. Meanwhile, our planet is on fire and people everywhere are struggling to make ends meet.

Olio is an app that solves this injustice by allowing people to pass on household items and food they no longer need to locals living nearby. By encouraging sharing or borrowing instead of throwing things away or buying new, Olio helps avoid waste while supporting communities and the planet.

Originally created to fight food waste, Olio is now fighting against anything going to waste. We believe this will empower everyone to become part of the solution and solve the climate crisis by ending waste, one share at a time.

Over the past 7 years Olio has grown from a local initiative in North London to a global movement. We now have 7 million users who have given away almost 100 million portions of food and 8 million household items across 62 countries.

This growth has been underpinned by our incredible ambassador programme, with over 86,000 people helping to spread the word about Olio in their local community. We are also helping over 4,500 businesses across the UK - including Tesco, Pret, Costa and Iceland - to reach zero food waste via our Food Waste Heroes Programme, in which trained Olio volunteers collect unsold food and redistribute it to their local communities via the app.

We've been recognised by the United Nations, who highlighted Olio as a "beacon" for the world, and by Vivatech who awarded Olio "Next European Unicorn".

The goal now is to get everyone into the world-changing habit of sharing. Join us on our mission to transform global consumption, by reaching 1 billion Olio-ers by the end of 2030.

Join our team

To help take Olio's growth and impact to the next level, we're recruiting for a **part time Customer Satisfaction Agent (English speaking)** to ensure that customers feel supported and that feedback is managed and presented to the Olio team. The role will require 30 working hours per week including evenings and weekends. The Customer Satisfaction Agent will 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
- Handling difficult disputes among Olio's volunteers to ensure Olio's guidelines are followed correctly
- Creating content to help our customers such as FAQs & forum posts

- Testing and reporting technical issues and working closely with the technical team to troubleshoot customer issues and help identify the root cause
- Contributing to ad-hoc projects aimed at improving the team's efficiency

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 have the following attributes:

- Computer whizz and speedy trouble-shooter - you can resolve daily a large number of cases quickly with consistent quality
- High level of empathy - you can easily put yourself in someone else shoes, remaining kind and calm under pressure
- A high level of organisational skills and great attention to details
- Master of efficiency - you can absorb a lot of information while keeping up a high speed of execution

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.