

Internship Customer Service

★ 100% pensum, 4-6 months

We are looking for you.

At Eaternity we are building software that will enable individuals, institutions and restaurants to calculate and optimize their own menus, label them with the CO₂-value. By providing an easy accessible and cost-efficient way our application makes it possible for climate friendly foods to become widely available and recognized in society.

We are looking to strengthen our Customer Service team located in Zurich, Switzerland with engaged people.

Are you Interested? Send your motivation letter and CV to: info@eaternity.ch.

Description:

You will be part of the Customer Service and Sales team. Clients request information regarding our sustainability calculations, need explanations regarding our scores, ask questions about technical settings or have needs to adapt the business relation with Eaternity. You are in frequent contact with gastronomy institutions and food producers. By helping us to better service our clients you support Eaternity's efforts to accelerate transition to a sustainable food sector.

Apart from clients we are frequently contacted by other individuals or institutions who are interested in using our software and our expertise for their initiatives and businesses. They contact us via email, phone or chat. You are the first to see these enquiries and will deal with them.

Responsibilities:

- Supporting the daily business of the Customer Service Team
- Answer questions from customers and prospects regarding Eaternity and our LCA-method
- Main responsibility for the Eaternity email inbox
- Recontacting prospective customers
- Data maintenance in our CRM-system
- Support the onboarding of new clients
- Contribute to the improving and documentation of processes in customer service
- Participation in the weekly team-meeting and reporting about activities

Benefits

- ★ You will be part of a small, young and skilled team of great people at a **world changing eco start-up**.
- ★ **Flexible** working environment (home-office days possible)
- ★ Compensation is 1000 CHF per month
- ★ Gain **expertise** in food tech, an understanding of Life Cycle Assessment (LCA) and in the value chain of food production.
- ★ You will gain valuable experience in start-up team culture, including all aspects of software development and operations – and your contribution will make the key difference to the software's success story and the direct **environmental impact** it will have.

Skills:

- ★ Languages: fluent german and english (spoken and written).
- ★ Strong work ethic and discipline
- ★ Service attitude and client orientation
- ★ Pragmatic, independent and goal-oriented work style
- ★ Troubleshooting skills to quickly pinpoint and correct problems.
- ★ Interest in sustainability, social business and food, together with the conviction that we can do good for the world.

About Eaternity

[Eaternity](#) has the vision to establish climate friendly meals in society. Our experience and strong scientific expertise along with our solid and extensive CO2-database, forms the backbone of our organization.

We are passionate about changing the world through great software and we are looking for exceptional people to join us in that mission. Our approach is to assemble a small, tightly knit collective of extraordinarily talented peers, while pursuing impact and revenue goals typical of larger enterprises. We believe this approach gives individuals greater ownership and input into decisions, and makes for a more efficient and happier workplace.