

PAID INTERNSHIP

Position: Customer Success Operations Intern
Reporting to: Customer Operations Lead
Location: Nairobi, Kenya
Submission Email: work@gobeba.com

Background

GoBeba is an e-commerce firm providing doorstep delivery of everyday bulk home essentials e.g. cooking gas, refillable water, and groceries. The GoBEBE team is transforming the distribution of daily home essentials in Africa. We save consumers time while helping manufacturers and brand owners drive digital distribution of their products. We operate hyperlocal micro-warehouses in Nairobi, enabling delivery of products to our customers' doorstep in under 1 hour. GoBeba is operated by highly skilled e-commerce professionals with ambitions to solve consumer goods distribution problems in Sub-Saharan Africa. Due to our recent growth, we are looking for a highly motivated rockstar who can bring energy and enthusiasm to our Fulfillment Operations.

Job Summary

This role fits a top-of-class undergraduate who is nearly graduating or recently graduated (less than 1 year since graduation), and who doesn't mind giving up their weekends and/or evening hours to help build one of the most exciting ventures of our time. The GoBEBE team has extremely high standards of customer service; therefore a high aptitude and ability to timely process customer orders while managing competing logistics partners is a key prerequisite to being successful in this role. The position offers hybrid work-from-home and in-person work - you will need to be comfortable working from a conducive home environment and also commute to any one of our micro-warehouses in Kileleshwa, Westlands, and Nairobi West areas.

Key Tasks and Responsibilities

- Run customer-facing operations of an innovative online and offline consumer goods distribution firm
- Receive customer orders on phone or web, and process them according to established processes
- Ensure orders are processed and dispatched through sophisticated e-commerce systems with the highest level of service quality
- Use cloud-based applications to analyze and reconcile customer orders while minimizing float leakage in the system
- Support the GoBEBE team in leveraging technology to improve and standardize customer-facing operating procedures

About you

You must be a generally smart individual, preferably top of the class in communications, social sciences, hospitality, or any other people-facing discipline from a reputable institution. Grades aside, you also need to be a well-rounded and confident individual with a high degree of professional maturity and charisma. You must be professionally eloquent, well-spoken, and have an excellent command of English. That said, we would love to meet candidates who can elegantly switch to Kiswahili or any other local language when a customer situation demands, and still maintain professionalism. Additionally, you must:

- Be able to create and maintain relationships with customers and partners with ease
- Be a highly reliable and hands-on operator
- Have unwavering attention to detail
- Be able to think critically when analyzing operational challenges
- Have a bias for action; you are expected to quickly come up with solutions to logistically complex problems
- Be eager and hungry to sell the GoBEBE dream to everyone!
- Be able to spot and share customer insights that can drive continued growth of GoBEBE
- Have a strongly persuasive and outgoing personality with an almost near-natural charisma
- Have a high drive to achieve goals in an extremely fast-paced environment
- Your college or university track record should convey your story. Experience in retail, hospitality, or call centre environment is a plus
- Are disciplined to work independently and remotely on days you are working from home.

What you get

- A front seat in a fast-sailing rocket ship
- Great entrepreneurial opportunity
- An exciting blend of a vibrant startup environment and a professional operation
- You get to work as part of a highly ambitious team and fast-growing company
- You get to work on some cutting-edge, future-centered ideas with some of the finest minds in technology and e-commerce

How to apply

- CV that should include past achievements
 - A note or letter explaining in one or two paragraphs why you would want to work with the GoBEBE Team
 - Email to work@gobeba.com with the subject "Application for Customer Success Operations Intern"
- Applications that do not adhere to these standards will not be processed.