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# Customer Support Internship

at REKKI ([View all jobs](#))

United Kingdom

## What is REKKI?

REKKI (<https://rekki.com/>) is transforming the way restaurants order ingredients from their suppliers. Our mobile app makes placing orders fast, reliable and efficient.

The concept for REKKI was born in the kitchen. Our founders ran restaurants for over 10 years, and saw firsthand all the problems inherent in the industry. So in 2016 they started building an app to make the lives of chefs easier. Today REKKI is the world's largest marketplace for restaurants and suppliers. REKKI gives chefs and restaurants the power of choice in easily partnering with suppliers; enabling them to browse, order, and pay seamlessly - saving both time and money.

Our passion to better the food industry echoes right into our teams where every individual is exceptional at what they do. We're looking for equally talented individuals who are bold, innovative, and will not settle for mediocre as we work towards making the industry radically better off.

**Location:** London

Contract position (up to 6 months - paid)

An exciting opportunity has arisen for an entry level candidate to join our Commercial Operations team on an internship basis. You will be given ownership of projects from day one and you will work alongside experienced professionals, supporting them in building, growing and developing the Operations team at REKKI.

We are looking for a go getter, with a passion for learning and development who will have instant impact on our business.

## More about the role:

As a Customer Support Intern you are the voice of the customer, solving critical problems for chefs & suppliers by collaborating with commercial & product teams to influence product design & service offerings. Along with our global team, you will be an essential part of setting the processes and cultures that will enable our success in the long term, so there's no better time to join!

## Responsibilities

- **Customer Support & Success:** Assisting all potential and existing customers by delivering the best customer experience possible
- **Technical Problem-Solving and Prioritisation:** Collaborate with developers by testing & suggesting improvements to internal tooling & troubleshooting technical issues critical to customer success
- **Knowledge Base & Playbook Development:** Identify opportunities for education and create articles & video content that help customers answer questions in a self-serve fashion

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- **Be the voice of customers** with product and commercial teams and work closely with these teams to design new commercial processes as REKKI evolves and grows.

## Skills

- Clear, professional, and informative written and verbal communication style.
- Eagerness to provide high quality support
- Ability to work in an ever changing environment
- Passion for learning and development
- Excellent organisation, time management and prioritisation skills; demonstrated facility juggling multiple critical tasks and consistently delivering against hard deadlines

## Who are we?

The REKKI team is made up of over 80 people from 22 different countries, working out of London, Amsterdam, Lisbon, New York and California. We're a team of restaurateurs, chefs, technologists and creatives working together to strengthen the restaurant industry.

## Diversity & Inclusion

At REKKI we are fully committed to bringing people together from all walks of life who can contribute to & cultivate our strong team culture. We aim to empower people to do their best work and feel like they are part of something special.

We want to ensure we build an environment where people feel like they belong. We never discriminate on the basis of race, ethnicity, gender, sexual orientation, religion, age, disability, marital status or any other legally protected status.

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