



**OPEN FOOD  
NETWORK  
AUSTRALIA**

# Customer Support Coordinator

- Casual position
- 6 months with a view to ongoing
- \$30 per hour + super
- 20 hours per week
- Flexible work hours
- Work from home

## About the Open Food Network

Founded in 2012, we're a not-for-profit organisation focused on building a new food system that is fair, local, and transparent.

We believe a sustainable and resilient food system needs to reconnect producers and consumers. We aim to empower people and communities and give them the tools and knowledge to develop the food systems they need for their community.

Our flagship project is an open source software platform that makes it easy for farmers, producers, farmers markets, and other values-aligned enterprises to sell their products online. People have used the software to create farmer food collectives, manage food hubs, to take their farmers' market online with pre-purchases to give stallholders more secure sales, and more.

We are part of a global network of people and organisations working together to develop open and shared resources, knowledge, and software to support local food enterprises all over the world.

The Open Food Network community has decades of experience in running innovative food enterprises with social and ecological aims. We know that good food can transform our planet and our society. We also know that making values-driven food enterprise work takes commitment, perseverance, partnerships and support.

## About the opportunity

Open Food Network Australia has been expanding in recent years, and pre-COVID19 we were on the verge of advertising for a new team member - now it seems more urgent than ever!

In this new world of social distancing and shut downs, we have been inundated with enterprises wanting to start selling their products online. We've had 10 times as many shops sign up in the past week as would normally sign up in a month, and double the orders and total sales for shops compared to this time last year. All of a sudden we're super busy, so we need some help!

We're looking for an awesome Customer Support Coordinator to join our team and work with us to onboard new shops and provide support as they get set up online. We also need someone to take the lead in improving the systems we use to provide support to our customers, so that we can better scale to meet the growing demand.

You'll be working with a small, dedicated team of people who are scattered around Victoria (and the world). We are farmers, software developers, house builders, gardeners, herbal lore novices, climbers, bakers,



[openfoodnetwork.org.au](https://openfoodnetwork.org.au)



[hello@openfoodnetwork.org.au](mailto:hello@openfoodnetwork.org.au)



**OPEN FOOD**  
NETWORK  
AUSTRALIA

weight lifters, capoeira trainers, dog and cat owners, partners, parents, carers, and most importantly, we're good people. We are definitely a workplace where you bring your whole self to work.

We've always worked remotely so we have the tools and practices set up to ensure we are working well as a team, both locally and with the broader global team. We'll focus on the best way to onboard you into the team, and we'll make sure that you're well supported through your learning curve. And just generally, as you juggle your other responsibilities alongside this.

We plan for this to be an ongoing role, all going well. You would be part of our team, supported and in it for what we hope is the long term. As you grow in skills and knowledge you will have the opportunity to take on more responsibility, and to evolve the role as new opportunities arise.

We run a whole host of other projects that help build thriving food systems. If you're interested in also contributing to that work then there's space for you to help us make that happen. We also have other skills gaps in our team (none of us could design a graphic if the world depended on it) so don't forget to mention the skills you have beyond just what we're asking about.

This is an opportunity to have an impact during these difficult times, to help bring food from our local producers directly to people around Australia, securing access to food and maintaining the livelihoods of producers.

**You should be:** values-driven, empathetic, entrepreneurial, proactive, imaginative, driven to innovate/hack and find solutions. Technically savvy. A confident communicator who believes in our mission of building a better food system by empowering community food enterprises.

**You may also:** have used the Open Food Network platform previously, have looked after your own or someone else's online ecommerce platform, or worked in a role where you supported people to use software.

You'll need your own computer, phone and good solid internet connection - we're all in the same boat as you on this, and while it's something we'd love to change it's not something we've ever prioritised spending money on.

## Interested?

Great! You need to [fill in this form](#) and tell us a little about yourself and why you'd like to join the team. Remember to include your CV and don't forget to mention the skills you have beyond just what we're asking about.

Applications close on Friday 3 April, 2020.

We'll send you through a response to let you know whether we'd like to have a chat, never fear, we think it's horrible when you don't hear anything when you've put all the hard work in to apply.