Assistant Brand Manager, R&G Retail Pillar (Loumidis Papagalos, Buondi Craft, Starbucks)

**Be a Force for Good!**  
At Nestlé we touch millions of people’s lives every single day through the work we do and the products we create. This way we are helping to shape a happier, healthier future for individuals and families, for communities and for the planet.  
Join a dynamic global team of people that want to be a part of something that changes the world in a positive way. A human-centric place to work with amazing opportunities, across 186 countries, to grow, push the boundaries and deliver work with real impact.   
We recruit people who respect our values, we provide equal opportunities for all, and we protect everyone's privacy. We do not tolerate any form of harassment or discrimination. Our aim is to create workplaces where everyone feels included and able to bring their whole selves to work. This commitment starts at recruitment and continues to the end.

**Position snapshot**  
Nestlé Head Office, Athens, Greece  
Reporting to: Group Brand Manager R&G Coffees  
Undefined period of time contract. act. rate 100%

**Position summary**  
Actively participate in achieving Business Results by participating in the development and execution of Marketing plans at Brand Level and bringing to life seamless consumer & shopper experiences, contributing also to important business parts building on brand’s relevance.

**A day in the life...**

* Co-responsible for R&G Pillar (Buondi Craft retail & Starbucks Filter and whole roasted beans) and Loumidis Papagalos Variants (Koupatos & Ekastos)
* Actively participates in the development, preparation, and finalization of Generating Demand activities
* Monitors Generating Demand data at Brand level (market shares, market growth, distribution, promotions, daily sales, prices, etc.) and competition to have a clear understanding of category, Nestlé, and competition performance.
* Pillar’s marketing plans participation (ATL/Digital/BTL)
* PR strategy & product placements co-responsibility
* POP/POS material creation & handling
* Responsible for in-store plans with CDTs (promos, POP, sampling activities)
* SAP marketing plans responsibility
* Nielsen data analysis and reporting
* Regional battle responsibility
* E-Commerce lead

**What makes you successful**

* University Degree in Economics/Marketing or any other related field
* MBA / MSc in Marketing or other related discipline would be a plus
* At least 2 years of proven experience in FMCG Brand/Product Manager or Communication in Coffees Category
* Strong PC knowledge (Advanced MS office), SAP Knowledge would be a plus
* Excellent communication and presentation skills, team player, problem-solving attitude, good prioritization skills, self-motivated
* Project management skills would be a plus
* Fluency in Greek & English

**Why you should apply**

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**Executive Secretary**

Nestlé Health Science was created in 2011 by Nestlé, the leading food and beverage company. We are a unique health science company focused on advancing the role nutrition plays in changing the course of health for consumers, patients and healthcare professionals. Focused on delivering quality-of-life benefits through nutritional solutions, we harness scientific and clinical advances to improve health through managed nutrition. Behind our pioneering company are 3,000 people around the world who are driving breakthroughs and innovating for impact. With a global presence in about 50 markets, we invite you to impact the future of health and your career with us.

**Position Snapshot**

Nestlé Health Science (NHSc), HO, Greece

Reporting to: Business Executive Officer (BEO) Nestlé Health Science (NHSc) Greece

Undefined period of time contract. act. rate 100%

**Position Summary**  
The secretary of the Business Executive Officer (BEO) of NHSc Greece is responsible to manage and provide administrative and secretarial support to the NHSc team.

**A day in the life...**

* Provide administrative support to the Head of function and the team by successfully managing meeting organization, travel arrangement, expenses reimbursement and ad hoc assignments.
* Organize internal activities, including team workshops, group meetings, birthday celebrations, annual team building activities for the team.
* Gather information from internal or external stakeholders on sales data and other admin related information. Consolidate, analyze the data and generating reports as required by the line manager.
* BEO calendar management: including bookings of meetings, reservations and accommodations of travel arrangements, reimbursement, and file management
* Follow up of various activities and projects related to the department
* Perform any other duties as may be assigned

**What makes you successful**

* Bachelor’s degree/TEI
* Previous work experience as a secretary would be considered as an advantage
* Customer service attitude and pleasant personality
* Multitasking & ability to prioritize tasks
* Strong PC knowledge, including SAP
* Experience in working in the multinational organization.
* Fluency in Greek & English

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**Customer Relationship Center Specialist**

**Reimagine what coffee can be. Reimagine what you can become. Let’s grow together.**  
At Nespresso, we believe that we can elevate the world of coffee to drive a positive impact and be a force for good which shapes lives and landscape for the better.   
Exceptional customer experience is what we aspire to offer, and we can only do so by caring for one another, our suppliers, the farmers, and the communities we work with.   
We **I**nspire, we **C**are, we**A**ct, and we i**N**novate are the four behaviors that reflect who we are and how we interact with one another and with the world around us. We live a culture that is built on the principal belief that individually and collectively we can.

What about you? Join the Nespresso team! And reimagine what coffee can be. Reimagine what you can become. Together we grow as individuals and teams. And as an organization.

**Position snapshot**  
Nespresso Head Office, Athens, Greece  
Reporting to: Customer Relationship Center Operations Manager  
Time of contract: permanent

**Position summary**  
Τhe Nespresso Coffee Specialist acts as a Brand ambassador and continuously elevates the customer experience throughout the customer lifecycle by transforming each touchpoint in opportunities to build brand engagement, trust and loyalty.

**A day in the life …**

* Serve customers in inbound and outbound contacts by phone and/or in written directly
* Serve customers and engage with them in the rest of new, modern and innovative touchpoints such as Live Chat, emails, What’s App and Social media
* Achieve high customer satisfaction through personalized and professional communication
* Inspire customers with authenticity and help them explore their options for a tailormade coffee experience proposal
* Create customer retention and sales opportunities across outbound and inbound contacts
* Operate all tools and platforms available, such as ERP and intranet, in a steady and agile way
* Impact the customer effort positively by addressing obstacles diligently, ask questions, offer solutions and follow-up to avoid multiple problem-solving contacts, while managing exceptionally complaints

**What makes you successful**

* Experience at least 1 year in Customer service & Sales
* Excellent tone of voice: orally and written, exceptional manners and vocabulary
* Experience in multi-task and fast-paced environment, using multiple digital tools and software
* Multitasking abilities, being able to work in parallel systems and different software’s
* Mastery of CRM and customer service tools as well as Microsoft office package (word, excel)
* Proactive cooperation, initiative, results focus
* Fluency in Greek and English

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Accountant, Nespresso

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**Position snapshot**  
Nespresso Athens, Greece  
Reporting to: Finance & Control Manager  
Full time contract, act. rate 100%

**Position summary**  
Main responsibilities of the role are to manage tax related accounting activities and to consult the company’s stakeholders and design fiscally compliant operations.

**A day in the life…**

* Handling month-end closing processes, including journal entries and reconciliations
* Leading tax planning and preparation
* Handling of tax audits by auditors/ local authorities
* Preparing of monthly reporting to Headquarters
* Assuring of data accuracy and reconciliation between ERPs on accounting accuracy
* Assisting in the preparation of the annual corporate income tax returns
* Calculating and submitting monthly withholding tax returns and VAT returns
* Preparing declarations to the relevant authorities (e.g. municipalities)
* Providing consultation on fiscal law and accounting matters by analyzing accounting options in direct & indirect taxes
* Summarizing financial status by collecting information; preparing balance sheet, profit and loss statement, and other reports
* Maintaining accounting controls by preparing and recommending policies and procedures

**What makes you successful**

* University Degree in Finance / Business Administration
* Greek accounting license category B minimum is required
* Postgraduate studies, certifications/ seminars, considered as a plus
* Solid knowledge on Greek fiscal law and accounting principles
* Minimum of 5 years' experience in accounting profession
* Commercial mindset, curiosity and service orientation
* Strong communication & interpersonal skills
* Knowledge of MS-Office
* Agility with ERPs, knowledge of Softone Atlantis considered as a plus
* Fluency in Greek and English, written and oral

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**Junior Key Account Manager (SME), Nespresso**

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**Position snapshot**

Nespresso Athens, Greece

Reporting to: Agent & B2B Manager

Undefined period of time contract. act. rate 100%

**Position summary**

Driven by innovation and Quality, Nespresso Hellas has ambitious plans to expand its business within Small Offices & Alternative Channels across Greek Market and is looking for a sales driven, commercially focused and experienced candidate, with good market awareness to maximize sales and drive Nespresso Brand forward within Small Offices sector.

**A day in the life …**

* Lead the acquisition of new Small Offices across the country by offering optimum coffee solutions and Coffee Experience for their employees and its customers
* Develop existing customer portfolio by proposing relevant retention activities and maximizing the Nespresso Experience to current Small Offices Members
* Expand Distribution of Small Offices with new partnerships and Alternative Channels in the Greek Market
* Work on customers and partners relationships to drive sales growth within new business and existing customers
* Build a pipeline of sales opportunities through new accounts, new partnerships, networking, participation in events, sector specific fairs and communities
* Ensure consistency between the Nespresso Brand and the Consumer/Customer Experience

**What makes you successful**

* University degree ideally in Marketing, Business Administration /Economic Studies. MBA or any postgraduate diploma will be considered a plus
* 2-3 years of working experience in Sales is a prerequisite (ideally in Alternative Channels or Small Offices)
* Strong understanding of Offices sector & desire to meet sales target and deliver outstanding results
* Passion for developing new business and demonstrate an entrepreneurial mindset
* Proven ability in strategic thinking and planning
* Coffee lover
* Dynamism, innovative mindset, and good communication skills
* Fluency in Greek & English (written & oral)
* Driving license is required

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