



Chief Operating Officer (COO)

Location: Anderlecht (Brussels)

Type: Full time (CDI or free lance)

efarmz.be is a leading Belgian e-commerce platform specializing in delivering organic and locally sourced farm-fresh products and meal boxes directly to consumers. We are committed to promoting sustainable and healthy living by connecting farmers and consumers in a convenient and transparent way. Our mission is to make high-quality, locally produced food accessible to everyone while supporting local farmers and reducing the environmental impact of food production and transportation.

Job Description

We are seeking a dynamic and experienced Chief Operating Officer (COO) to support our development. The COO will play a pivotal role in shaping our operational strategy and ensuring the efficient and effective delivery of our products to customers. We are looking for a visionary leader with a proven track record in operations management for food / ecommerce / mass market.

Key Responsibilities

1. **Operational Strategy:** Develop and execute a comprehensive operational strategy aligned with the company's mission and long-term goals established by the board, optimizing processes for efficiency and scalability.
2. **Team Leadership:** Build, mentor, and lead the management team, fostering a culture of collaboration, innovation, and excellence.
3. **Budget Management:** Develop and manage the company budget in partnership with the Finance manager, tracking expenses, and optimizing resource allocation.
4. **Supply Chain Management:** Partner with the Head of Operations to oversee all aspects of the supply chain, from sourcing and procurement to inventory

management and order fulfillment and delivery, ensuring product quality and timely delivery.

5. **Vendor Relations:** Partner with the Head of Products & Purchase to establish and nurture strong relationships with local farmers and suppliers, negotiating favorable terms, and maintaining a reliable and sustainable network of partners.
6. **Data Analysis:** Utilize data analytics to monitor and improve operational performance, identify trends, and make informed decisions to enhance customer experience.
7. **Regulatory Compliance:** Ensure compliance with all relevant regulations, permits, and certifications related to organic and food distribution, cybersecurity, social & fiscal laws.
8. **Continuous Improvement:** Drive a culture of continuous improvement, implementing best practices, and innovative solutions to enhance efficiency and customer satisfaction.
9. Be responsible for **the day-to-day management** of the company

Qualifications

- Languages: French, Dutch or English is plus
- Proven experience of operational leadership role in an e-commerce, food, or mass market company.
- Excellent strategic planning and organizational skills.
- Demonstrated ability to lead and inspire cross-functional teams.
- Problem-solving and decision-making capabilities.
- Strong financial, analytical and data-driven mindset.
- Excellent communication and interpersonal skills.
- Understanding of trends in ecommerce, organic and sustainable food market.
- Master's degree in Business Administration or a related field

Application process

To apply for this position, please submit your resume with a cover letter detailing your relevant experience to muriel@efarmz.be. Please include COO Application in the subject line of your email.