



Viva Coffee Ltd.

Job Description: Operations & Commercial Executive

Location: Dublin / Louth

Reports to: CEO & COO

Type: Full-time, Monday to Friday, 9am to 5pm (with some out-of-hours work)

Start: March/April 2026

Hybrid Work Model: Hybrid: Warehouse (Collon, Co Louth) + Working From Home + Viva Coffee Office (Ballyboughal, Co. Dublin) as required.

The Operations & Commercial Executive will work regularly from the warehouse for customer dispatches, warehouse maintenance and stock checks; remotely from home for administrative and commercial duties; and from the Viva Coffee office as needed for onboarding, training and team meetings.

During the first 4 - 6 weeks, additional office days will be required for systems training and BRCGS/HACCP familiarisation.

After onboarding, a typical rhythm will be 1 - 2 days per week working from home, 2 -3 days in the warehouse with occasional office days depending on operational needs.

Role Purpose

The Operations & Commercial Executive ensures the smooth running of Viva Coffee's logistics, customer service and commercial workflows.

As Viva Coffee's first external hire, the role also requires the ability to support and act on behalf of the senior leadership team when required, representing the company professionally in both operational and customer-facing contexts.

The role supports the maintenance of the high standards required under BRCGS while delivering outstanding service to customers and supporting reliable coordination with farm partners and suppliers.

Key Responsibilities

1. Operations & Logistics Coordination (50–60%)

- Prepare and pack all customer orders to the highest standard, ensuring accuracy, correct labelling, no damage and professional presentation for dispatch.
- Coordinate collections and deliveries with transport companies, providing accurate instructions and documentation and acting as the primary contact for any delivery-related queries.
- Maintain the warehouse to BRCGS standards, including cleanliness, organisation, hygiene controls, pest control coordination and adherence to all warehouse SOPs.

- Support the maintenance of operational compliance documentation for BRCGS Storage and Distribution (Issue 4) and HACCP requirements.
- Manage stock accuracy and traceability, including regular stock checks, inventory rotation and updating internal systems.
- Liaise with warehouse service providers, such as pest control and maintenance providers.
- Operate the forklift for loading, unloading and warehouse activities (*training provided if required*).
- Support inbound shipments by coordinating with the CEO and assisting with unloading as required. Be available for out-of-hours inbound container unloading, currently approximately 3 - 4 times per month.

2. Commercial & Customer Service (15–20%)

- Support the management of a portfolio of small to medium-sized roaster customers ensuring timely communication and excellent service.
- Ensure accurate order processing and co-ordination through to dispatch.
- Clear communications of relevant information about each coffee when speaking with customers, including coffee variety, flavour descriptors, farm information, processing method, sustainability practices at origin to support informed purchasing decisions.
- Attend trade fairs in Ireland and overseas (e.g., Dublin Coffee Festival, World of Coffee) as required and support event preparation.
- Act as a representative of Viva Coffee when dealing with customers, suppliers, transport partners, and external stakeholders and support or act on behalf of the CEO/COO when required.

3. Sample Management & Coffee Quality Support (10–20%)

- Support the CEO during cupping evaluations to assist with selecting coffees for purchasing and quality control.
- Prepare and dispatch green and roasted coffee samples as required.
- Contribute to purchasing planning based on customer demand.

4. Business & Administrative Support (15–25%)

- Maintain CRM data and ensure records are accurate and up to date.
- Raise invoices for your customer portfolio and support general billing administration as required.

- Maintain accurate stock records to contribute to preparation of monthly offer lists.
- Manage general operational correspondence and assist the directors with administrative tasks.

Required Skills & Experience

Essential

- Experience in logistics, warehouse operations or supply-chain environments.
- Experience in the coffee industry (e.g. importing of green beans, roastery, QC, customer account management, distribution or similar).
- Ability to professionally represent the company as its first external hire, acting as a trusted point of contact for partners and customers when senior leadership is unavailable.
- Strong organisational and operational skills; comfortable managing multiple priorities.
- Excellent written and verbal communication skills.
- Strong attention to detail, particularly with documentation and traceability.
- Competence with spreadsheets, CRM systems and digital document management tools.
- Full clean driving licence and own car (required for travel to warehouse).
- Ability to take initiative and work autonomously.

Desirable

- Coffee cupping or sensory analysis experience.
- Previous customer service or account management experience.
- Experience with HACCP, BRCGS, IFS, ISO, or similar quality/compliance frameworks.
- Understanding of coffee supply chains and regulations.
- Portuguese or Spanish language skills (advantage).

Out-of-Hours Work

- Due to the nature of international logistics, the role will require occasional out-of-hours work, currently approximately 3 - 4 times per month, to support the unloading of inbound containers at the warehouse.
- These events are scheduled in advance where possible and any additional hours worked will be compensated either by payment or by time off in lieu, in line with company policy and the Organisation of Working Time Act.



- Attendance at trade events may also be required from time to time, including occasional weekend work.

Physical Requirements

- Ability to lift and move coffee bags using safe manual handling techniques.
- Ability to work, stand, walk, lift and bend for periods during inbound deliveries, preparation of outbound dispatches, warehouse cleaning and maintenance.
- Willingness to work in varying conditions (e.g., warehouse / container unloads in colder weather).

Remuneration & Benefits

- Salary: €42,000 – €48,500 per annum, depending on experience and alignment with the operational, commercial and compliance responsibilities of the role.
- In addition, the package includes:
 - Company pension (auto-enrolment compliant)
 - Annual discretionary performance-related bonus
 - 20 days paid annual leave plus public holidays
 - Relevant training and certifications (e.g. BRCGS, HACCP, forklift, manual handling)
 - Compensation for approved out-of-hours work, either by payment or time off in lieu, in line with company policy

Probation Period

This role includes a six-month probation period, during which performance, suitability and training progress will be reviewed.

Application Process

- To apply, please send your CV and a short cover letter to info@vivacoffee.ie
- Closing date is Friday the 6th of Feb 2026.
- Applications will be reviewed on a rolling basis. The position may be filled before the formal closing date.