



a division of Municipal Media Inc. and Corp.

Job title: Client Service and Implementation Specialist
Location: Remote – State of Illinois
Terms: Full-Time
Requirements: Some travel to Toronto for company meetings.
Valid Passport and eligible to work in USA or Canada.

About us: While it's true that most municipalities start using Recycle Coach so residents know when it's garbage day, we're so much more than just a calendar. Recycle Coach provides solid waste education, recycling education and communication solutions across 1,500+ cities in North America and Australia. Our mobile app creates engaging and interactive learning experiences to help solve local problems. Residents learn not only how to recycle correctly — but why they need to do so. When residents understand the justification behind changing behaviors, municipalities see long-term results.

At Recycle Coach, we're looking for top talent who get excited about using technology to solve environmental challenges.

We're a forward-thinking organization that has led for 20+ years in waste and recycling information and education through technology. Rooted in disrupting traditional spaces, the possibilities are endless for your next career move.

About the role: Client Service and Implementation Specialist (CSIS) is an entry level role which is focused on providing our clients and users with excellent service for any request in a timely fashion. CSIS also works closely with the head of operations to maintain internal operational tool guides for all employees. This role is considered to be the subject matter expert of our back-end Administrative System with the opportunity to learn multiple tools to help the business run smoothly to best service our clients.

Responsibilities:

- Part of client onboarding and implementation team.
- Responsible for servicing client requests in our back-end systems.
- Manages our user helpdesk, reporting any bugs to development.
- Works closely with Customer Success Managers during implementation and client projects.
- Continuously grows internal Operational Toolkits.

Candidate requirements:

- High School education or above required.
- Some work experience in data entry, administrative tasks, and or operations an asset.
- Excellent time and project management skills.

- Enjoys self-discovery, research and finding solutions to issues.
- Knowledge of project management tools such as JIRA is a nice-to-have.
- Team player and willingness to learn.
- Excellent communication and collaboration skills, with the ability to work effectively in a cross-functional team environment.
- Ability to thrive in a fast-paced, dynamic start-up environment.
- Able to work remotely with a dedicated workspace.

Apply Now!

Please submit one PDF with cover letter and resume labelled with your LAST NAME_JOBTITLE. The subject line of your e-mail should also be labelled LAST NAME_JOBTITLE.

Submit to careers@recyclecoach.com by Friday, June 28th, 2024.

Only those selected for an interview will be contacted. We thank you for your interest.

No recruiters or agencies will be accepted.

Recycle Coach is an Equal Opportunities Employer. The company is committed to equal employment opportunities regardless of age, sexual orientation, gender, pregnancy, religion, nationality, ethnic origin, disability, medical history, skin colour, marital status, genetic information or parental status.