



**division of Municipal Media Inc. and Corp.**

**Job title:** Customer Success Manager  
**Location:** Remote – State of Illinois  
**Terms:** Full-Time  
**Requirements:** Some travel to Toronto for company meetings  
Travel in-state for client meetings, 1-2x month  
Valid Passport and eligible to work in USA

**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:** We're seeking a personable and dedicated Customer Success Manager who is passionate about sustainability to join our team! As a Customer Success Manager, you will serve as the primary point of contact for clients and advocate for their needs to help them achieve their goals.

You will also collaborate closely with other departments such as marketing, sales, and the product team.

**Responsibilities:**

- Lead the client onboarding process from start to finish to ensure a smooth transition onto the platform
- Develop and maintain strong relationships to secure client satisfaction and retention
- Identify and communicate to clients how our add-on products and services can further help them achieve their goals
- Collaborate closely with internal team members such as customer success, marketing, sales, and product as a client advocate
- Guide regular trainings and webinars with clients to help them become a product expert
- Occasional travel within the state to facilitate in-person connections and provide support

**Qualifications:**

- 3+ years of proven experience in a customer-facing role, such as customer success, account management, or sales
- **Experience in solid waste, recycling, local government an asset**
- Strong interpersonal and communication skills, with the ability to build rapport and trust with clients
- Excellent problem-solving abilities and a customer-centric mindset
- Self-motivated and driven in a remote workplace
- Confident public speaking
- Familiarly with CRM software and other customer success tools, such as HubSpot and Jira, is preferred
- Experience working in a B2B or technology-driven environment is a plus
- Schedule permits travel throughout the state on occasion for in-person meetings and events
- Valid driver's license

### **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](mailto:careers@recyclecoach.com) by Friday, June 28<sup>th</sup>, 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.