

JOB DESCRIPTION

TITLE:	Customer Success Specialist	HOURS:	Full-Time
LOCATION:	Atlanta, GA or Remote	TYPE:	Non-Exempt
REPORTING TO:	Manager, Customer Success Specialist	LEVEL:	Entry
DIRECT REPORTS:	None	TRAVEL:	Limited, as required

SUMMARY:

Deeply rooted in its commitment to environmental and operational excellence, Call2Recycle, Inc. (“Call2Recycle”) is the nation’s premier battery stewardship and recycling program. Call2Recycle plays a pivotal role in helping to address the complexities associated with technological advancements, including the widespread adoption of electrification and battery power, to enable a more sustainable, safe, and circular supply chain. We are currently seeking a Customer Success Specialist to join our dynamic, growing team!

As a member of the Services & Solutions Team, working under the direction of the Customer Success Manager, the Customer Success Specialist will help optimize battery collections and sell value-added battery-related services to a range of public and private organizations, such as retailers, municipalities and other key customer groups throughout the United States.

Serving as a problem solver and customer ambassador, the Customer Success Specialist positions are instrumental in the growth, development, expansion, and retention of participant accounts, which are assigned based on geographical area or account type. They will support regional and corporate plans to meet specific annual performance targets and goals.

MAJOR DUTIES & RESPONSIBILITIES:

- Manage significant inbound and outbound inquiries via website, phone, and email to adhere to defined service level standards. Ascertain nature of the inquiry and assess whether it can be handled directly, needs transferring, or requires additional follow-up, in order to provide customer with appropriate resolution.
- Meet and exceed established performance metrics and objectives, including new account targets, account performance metrics (participation, revenue, accessibility & collection rates), service standards, and other plan accountabilities.
- Perform administrative services that ensure customer's needs are being met, including timely quotations, reporting, accurate order processing and receipt of materials.
- Display ownership of assigned tasks; handle, research, document, and resolve customer inquiries from start to finish. Provide knowledgeable answers to questions about services, solutions, products, pricing and delivery.
- Analyzes and resolves order and invoice problems which may either be system, vendor or customer related. Promptly records inaccuracies or imbalances.
- Handle customer complaints and provide appropriate solutions and alternatives within the defined time limits and follow up to ensure resolution.

- Undertake discovery process through proactive outreach, phone and email, with potential participants seeking to understand their needs, preferences and expectations; deliver best-fit tailored program solutions balanced with organizational capabilities.
- Utilize ERP system (CRM and Supply Chain Management) to accurately and systematically record customer interactions, and track, monitor, and analyze customer activity for opportunities to increase collections, revenue and improve service delivery.
- Work in partnership with other Customer Success Specialists and other Team Members to share insights and to support joint activities.
- Other duties as assigned.

QUALIFICATIONS, SKILLS & ABILITIES:

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| Qualifications | <ul style="list-style-type: none">• At least 3 years of proven customer support experience, such as inside sales, customer service, or another related field.• Minimum of high school diploma, BA/BS degree preferred |
| Knowledge & Experience | <ul style="list-style-type: none">• Strong proficiency in Microsoft Office suite.• Familiarity with Customer Relationship Management (CRM) systems and practices.• Knowledge of advanced sales techniques and methodologies including assessing customer needs and delivering tailored solutions. “Solution-selling” experience preferred.• A ‘Get it Done’ attitude and a desire to be part of a fast-paced work environment, utilizing a high sense of urgency, patience, and flexibility.• Excellent time management and multitasking skills (ability to talk, type, and navigate simultaneously).• Deeply committed to team environment dynamics with the ability to productively engage with others at varying levels. |
| Working Conditions | <ul style="list-style-type: none">• Work can be performed remotely, or at Call2Recycle’s central office (Atlanta, GA)*
<i>*Flexible work environment - combination of at-home and in-office (in accordance with recommended health and safety guidelines)</i>• The work hours, Monday - Friday, for this position are <u>9:00 a.m. to 6:00 p.m. EST</u>. Weekend work may be required. Position may require hours that exceed 8 hours per day and/or 40 hours per week during peak periods.• Limited travel, as needed. Travel could include, but not limited to, attending conferences, customer meetings, or team/organization-wide meetings (typically held at Call2Recycle’s central office). |



Changing habits. Inspiring action.™

About Call2Recycle

At Call2Recycle, we enjoy a culture of teamwork, innovation, and fun. Our team is the primary reason for our unique culture. We hire energetic and dedicated people who work hard every day to help us achieve our goals. Each one of our employees is a valued contributor, not just a number. We work in teams to benefit from our collective talents to make a real impact on the environment. The way we operate contributes to the success of our employees and our organization.

We also value the diversity of employees' backgrounds and believe everyone's unique perspective is critical to our success. Diversity is fundamental to what we do. Our team has varied backgrounds, speak different languages, and are engaged in varied personal pursuits but all share a commitment to environmental sustainability, and each do their small part to improve our planet.

We are an equal opportunity employer and do not discriminate against otherwise qualified applicants on the basis race, age, color, creed, sex, religion, ancestry, marital status, national origin, disability, veteran status, or any other protected characteristic.

To Apply

Applicants should submit a cover letter and resume via PDF to careers@call2recycle.org with "Customer Success Specialist" in the Subject Line.