

SaaS Customer Success Manager – NJ-based (Remote)

Contract Position – Full Time

Recycle Coach is a communication and education platform focused on engaging entire communities to become more knowledgeable about their local recycling program. People download the Recycle Coach app to get access to helpful features such as pick-up reminders and the 'What Goes Where' sorting tool that is customized with local information. Through the efforts of residents, businesses and local government, people come together to create a grass roots movement of real change within their community.

Headquartered in Toronto, we're seeking a Customer Success Manager, based in New Jersey, to work from home. If you're a passionate recycler and want to have a meaningful impact on the environment, this is the job for you. We're a small and growing team, and we're already making a difference. You can help us do more.

What you'll be doing...

- Act as the primary point of contact for local government clients in the territory, helping them manage their waste & recycling program information database
- Serve as the primary contact for the onboarding of new customers, the training of platform end users, as well as post go-live support
- Provide coaching and marketing assistance clients to help them acquire more users
- Look for new revenue opportunities by understanding customer priorities and challenges
- Occasional travel (when it is permitted) to attend local meetings and events
- Troubleshoot technical issues; report bugs to the Product Team
- Be an advocate within our organization for your clients
- Be an ambassador for the company
- Assist other CSM's, as needed

What we're looking for...

- A passion for the environment and contributing to a healthier planet
- A New Jersey resident
- Someone comfortable with and able to work from home
- 2 years Customer Success or Inside Sales experience
- Outgoing personality
- Detail oriented
- High degree of comfort with technology and mobile apps
- Proficiency in MS Office Suite, particularly Excel
- Excellent English language skills – spoken and written

What we offer...

- Competitive salary
- Opportunity to work from home

To apply please email your resume to working@recyclecoach.com