

Zero Waste Hauling Customer Coordinator

Job Description

Full time – Non-Exempt

Eco-Cycle, one of the oldest and largest non-profit recycling organizations in the nation and a leader in resource conservation and Zero Waste, seeks a staffer to support the Business Manager of CHaRM and ZW Hauling as well as supporting our Zero Waste Hauling and CHaRM clients. Our team provides hauling services for recycling, composting and Hard-to-Recycle items to businesses and institutions as well as Hard to Recycle material evaluations and market development. In addition we provide professional services including trainings, consulting, waste audits and other services to assist our clients in achieving their respective Zero Waste goals.

JOB RESPONSIBILITIES

This is primarily an external focused position working with the customers of our ZW Hauling and CHaRM operations.

EXTERNAL

- Deliver excellent customer service to existing and new clients in an effort to cultivate our relationships as partners in pursuit of Zero Waste.
- Act as primary contact by email and phone for customers
- Assist clients with service requests and adjustments.
- Prepare monthly, quarterly and annual “Diversion Reports” for distribution to customers
- Coordinate with Logistics Coordinator to deliver on call and other special services
- Provide support for Hard-to-Recycle one-time collection events at businesses (for materials such as electronics, plastic film, etc.)
- Coordinate ZW Event Equipment rental program
- Assist with material evaluations, collection strategies and market development for unique Hard to Recycle materials.
- Generate sales opportunities through incoming phone inquiries.

INTERNAL

- Act as bridge between clients and Eco-Cycle drivers to ensure we maintain both high level of service and compliance with materials guidelines.
- Utilize a cloud-based business management software system, Navusoft and POS, Square.
- Collaborate with and provide support for the Department Director, the Business Manager, Corporate Relations Coordinator and our finance team.
- Commit to attending trainings and meetings that keep staff up-to-date on recycling guidelines.

QUALIFICATIONS

- Strong recycling/composting/Zero Waste and sustainable materials experience or passion, and an active interest in furthering these efforts within the business sector.
- Excellent customer service and sales experience.
- Flexibility and “can do” attitude to jump in and respond to needs of the team as they arise.
- Strong IT skills: Confident in database management and cloud-based software, and knowledge of computer software applications that include spreadsheets and word processing.
- Comfortable working in an open office environment.
- Cheerful attitude and presence over the phone.

COMPENSATION

- This is an hourly position with a starting rate of \$22.00 per hour
- Fringe benefits include:
 - Paid time off including vacation and sick leave
 - 7 paid holidays
 - Employer match for health/dental insurance and 403b retirement savings
 - Employer paid life and disability insurance

TO APPLY

Interested candidates should send a cover letter and resume to recycle@ecocycle.org The position will remain open until filled. No phone calls or drop-ins please.

Eco-Cycle is proud to be an Equal Opportunity Employer and workplace. We seek to recruit, develop, and retain the most talented people from a diverse candidate pool to better serve our mission of bringing Zero Waste to all communities. We celebrate, support, and thrive on diversity and are committed to creating an inclusive environment for all employees and volunteers. Eco-Cycle prohibits discrimination and harassment of any kind. Eco-Cycle employment decisions are based on job requirements and individual qualifications, without regard to race, religion, color, national origin, gender, sexual orientation, gender identity and expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.