



Digital Customer Service Representative

Tradewater is a mission-based company headquartered in Chicago and operating around the world. We collect, manage, and destroy greenhouse gases. Our projects are designed to fight climate change, create economic development opportunities, and make a profit.

According to the book *Drawdown*, by Paul Hawken, the number one step we can take to prevent runaway climate change is to properly manage harmful refrigerant gases. The Digital Customer Service Representative will be responsible for managing the digital marketing and social media platforms we use to find and collect these environmentally harmful refrigerant gases all over the United States, and ensure they are responsibly destroyed. The position is based at our corporate office in the West Loop neighborhood of Chicago and reports to the Director of Program Implementation.

Primary Responsibilities:

- Work as a part of a team of professionals that are building a pipeline of projects that will identify, collect and destroy harmful refrigerants from all over the United States
- Generate new business leads through social media and online platforms
- Develop and implement strategies to enhance our current digital platforms with the goal of increased customer engagement
- Engage with individuals from diverse backgrounds through digital and social media platforms, and negotiate with them for the acquisition of refrigerants
- Respond to inquiries through email, Facebook messenger and other social media communication channels in a professional and timely fashion
- Identify and navigate online marketplaces in order to source refrigerants
- Investigate Facebook groups and Professional Industry chat groups that align with our business interests and interface with subscribers and members
- Manage and add content to our websites, Facebook business pages, and LinkedIn accounts, and operate our LiveChat platform
- Utilize customer relationship management software and proprietary data systems to track interactions
- Help develop blog content and release it on our social media platforms
- Attend and contribute to departmental meetings

Position Requirements:

- Ability to understand and use Google Analytics data, and to use this data to improve performance
- Experience using and navigating multiple digital platforms



- Ability to multitask and run concurrent customer sessions in multiple digital platforms with a high degree of accuracy and customer engagement
- A demonstrated passion for environmental sustainability and mission to fight climate change
- A demonstrated willingness and excitement to learn a new industry
- Attention to detail and an ability to thoroughly complete tasks
- Proficiency in Spanish is a plus

Education requirements:

- Bachelor's degree, equivalent experience or current enrollment required

Tradewater offers a competitive salary and good benefits. If you are interested, please submit a resume and cover letter explaining your interest in this position, why you would be well suited for it, and how you would use your experiences to be successful in the role. An initial phone screen meeting will be held with qualified candidates, followed by up to three rounds of in-person interviews and discussions with Tradewater's leadership.