



Customer Service Representative US Halocarbon Program

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 the climate crisis and create economic development opportunities. The gases that we work to destroy are primarily halocarbons, specifically old refrigerants and halons, which are some of the most potent greenhouse gases ever made. The destruction of these halocarbons results in carbon offset credits that individuals or organizations purchase to offset their carbon footprint.

Tradewater is seeking an experienced Customer Service Representative (CSR) to join its US Halocarbon Program. The CSR's primary responsibility is to engage with all inbound inquiries from individuals and businesses that are looking to sell halocarbons to Tradewater and to actively convert new purchasing opportunities into committed deals. The CSR will also collaborate with cross-functional internal teams to ensure a smooth, efficient, and satisfactory vendor-customer experience, and will report to a Program Manager. This position is primarily remote, though a Chicago-based CSR is preferred. It is a full-time, hourly position with 9 am-5 pm Central Time being the standard hours of work.

Primary Responsibilities:

- Pipeline Development: Field all inbound vendor activity to push vendors into and through the procurement pipeline (80%):
 - Promptly respond to inbound client phone calls and digital communications
 - Move new opportunities and prospective leads through the procurement pipeline to become committed deals
 - Successfully negotiate material pricing and drive deals toward cost-effective collection methods with few touchpoints
 - Provide accurate information to vendors and ask the right questions
 - Ensure accurate, timely, and reliable entry of data into customer relationship management tool (CRM) and other systems
 - Promptly identify and flag relevant communications for other members of the halocarbon sourcing team
 - Achieve targeted annual deal conversion goals
- Account Management & Business Development (20%)
 - Support downstream collection activities through continued contact and coordination with vendors, collection of documentation and information, and data entry
 - Participate in regular team meetings and contribute to optimization of pipeline performance through evaluation and improvement of identification procedures
 - Follow communication Standard Operating Procedures (SOPs), guidelines, and policies

Position Requirements:

- 8+ years of customer service experience in vendor service, sales, and/or procurement teams
- Professional, polished, dynamic, and engaging written and verbal communication skills
- Be an independent and reliable self-starter in a fast-paced and target-driven remote work environment
- Entrepreneurial spirit and tenacity – not willing to take no for an answer



- Strong ability to multitask and effectively manage time
- Experience using computer-based CRMs
- Support for Tradewater's environmental sustainability mission and a commitment to fighting climate change

Tradewater provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to sex, sex stereotyping, pregnancy (including pregnancy, childbirth, and medical conditions related to pregnancy, childbirth, or breastfeeding), race, color, religion, ancestry or national origin, age, disability status, medical condition, marital status, sexual orientation, gender, gender identity, gender expression, transgender status, protected military or veteran status, citizenship status, genetic information, or any other characteristic protected by federal, state or local laws.

Tradewater offers a competitive salary and good benefits. If you are interested, please submit a cover letter and resume at the following link:
<https://tradewater.applytojob.com/apply/zFZ9C9krAW/Customer-Service-? Representative source=Website>

An initial phone screen meeting will be held with qualified candidates, followed by up to two rounds of interviews.

This job description is designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities required of employees assigned to this job.