



Tradewater

## Customer Experience Associate

*Location: Remote U.S. (Pacific or Mountain time zone preferred)*

Link to apply: <https://tradewater.applytojob.com/apply/7i49UkgIil/Customer-Experience-Associate>

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[Tradewater](#) is a B Corp and mission-based project development company that is in business to prevent catastrophic climate change. We are on a mission to improve the environment and create economic opportunity through the collection, control, and destruction of potent, non-CO2 greenhouse gases. Tradewater believes that a company committed to cleaning up the environment can be just as successful – if not more so – than a company that achieves its goals without regard to environmental impact.

Non-CO2 gases account for nearly half of all global warming from human activity since 1970. Our work, referred to as “emergency brake solutions” by [Project Drawdown](#) is essential to prevent catastrophic climate change. Our projects include the destruction of refrigerants and halon fire suppressants that are potent greenhouse gases and deplete the ozone layer. We also find, measure, and plug orphaned oil and gas wells that have no solvent operator and are leaking methane into the atmosphere. To date, we have permanently prevented over 6.9 million tons of CO2e from reaching the atmosphere and we are on a path to prevent the release of at least 22 million tons of CO2e by 2027.

### **The Opportunity**

The Customer Experience Associate (CEA) plays a vital role in our project lifecycle. The CEA’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 Associate 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 West coast or Mountain time zone-based associate is preferred. It is a full-time, hourly position, with the working hours of 9am-5pm Pacific time being the standard hours of work.

Applications for this position will be accepted through **February 15, 2024**.

### **Key responsibilities include:**

- Promptly field inbound client phone calls and digital communications while striving toward improving customer engagement and satisfaction.
- Confidently navigate client interactions and be able to approach customer matters with a sense of urgency.
- Efficiently resolve customer queries while moving deals through the procurement pipeline.
- Successfully negotiate and drive deals toward cost-effective outcomes with few touchpoints.

- Gather and record accurate client and deal details into a computer-based customer relationship management tool (CRM) and other systems.
- Achieve targeted individual and team conversion goals.
- Support downstream procurement activities with a proactive approach by being the client's main point of contact and maintaining accurate documentation.
- Participate in regular team meetings and contribute to ongoing evaluation and improvement of sourcing procedures to optimize pipeline performance.

### Requirements:

- Demonstrated success as a member of a vendor service, sales, and/or procurement team; as an executive assistant; as a customer service representative; or other equivalent, customer-communication roles.
- Strong organizational skills and ability to manage individual and team objectives along with customer engagement and satisfaction.
- Ability to analyze potential hurdles while being solution-driven in a collaborative team setting.
- Professional, polished, and dynamic written and verbal communication skills with the ability to build rapport.
- Be an independent and reliable self-starter in a fast-paced, remote work environment
- Entrepreneurial spirit and tenacity, not willing to take no for an answer.
- Support for Tradewater's environmental sustainability mission and a commitment to fighting climate change.

### The Application Process

Here is a guide for [what to expect](#) throughout the hiring process.

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, political affiliation, protected military or veteran status, citizenship status, genetic information, or any other characteristic protected by federal, state, or local laws.

Tradewater is committed to providing reasonable accommodation to individuals living with disabilities. If you are a qualified individual living with a disability and need assistance expressing interest online, please email [humanresources@tradewater.us](mailto:humanresources@tradewater.us). If you are selected for an interview, you will receive additional information regarding how to request an accommodation for the interview process.

If you are interested in applying for this position, please submit your application at:  
<https://tradewater.applytojob.com/apply/7j49UkgIil/Customer-Experience-Associate>