

Custom Packaging Project Manager

Entry Level

Our Purpose

We believe we can renew the planet by fighting climate change, ending the use of landfills, eliminating single use packaging and re-enriching our soil. We do this by enabling brands to use the most sustainable packaging solutions on the planet. To help us make this happen, contact: jobs@elevatepackaging.com

Role Overview

Customer Success is a strategic pillar at Elevate. We position ourselves “on the field” with our customers, not just as a supplier, but as teammates who help ensure they have the custom packaging they need, when they need it. Integrating our process and products with our customers like this is vital to our ability to enable brands to be sustainable. As our custom packaging offerings grow and our customer base expands, we’re looking to bring on an energized, organized problem solver to manage the production process with our new and existing customers. In this role you will ensure that the customer is delighted as they integrate our innovative, sustainable packaging into their product lines.

Customer Success Core Responsibilities

- Manage Custom Packaging projects from Invoice to Delivery
 - Provide support for the creation of new products, including material and artwork consultation.
 - Track ongoing jobs through CRM (Pipedrive) and database client files (Dropbox).
 - Educate customers on key process steps, manage customer expectations, and guide projects through key project milestones from PO receipt through product delivery, delighting customers and vendors along the way.
 - Manage production projects to world class KPIs for quality & turnaround time.
 - Manage POs and invoicing with customers and vendors (Quickbooks).
 - Problem solving issues with production or delivery of custom packaging.
 - Requote projects and quote requests for new work with existing customers.
- Manage Custom Packaging clients without active jobs

- Track expected reorder timelines and production forecasts
- Reach out to lapsed and inactive customers
- Provide ongoing product support

Ideal Candidate

- Able to keep complex projects and processes organized and on-time.
- Excellent communicator who can guide and inform customers while delightfully managing and exceeding expectations.
- Great problem solver, making effective decisions when presented with multiple options for how to progress with a project.
- Creatively and efficiently connects customers with the resources available to address their needs.
- Committed to learning new concepts and taking on new processes in the rapidly growing and changing world of advanced, sustainable materials.
- Customer success, account management, or project management experience a plus
- Packaging or printing industry experience a plus

Company Culture Expectations

Elevate Packaging operates around getting our customers what they need when they expect it and strives for a culture of transparency and truth seeking both internally and externally. We embody these values:

- **Achieve Together:** Teammates improve the odds of success, especially when they are committed to learning, development, and growth
- **Love Problem Solving:** Gather good facts, get to the root cause, and create a solution
- **Be Responsible:** Commit to goals and do your best to hit those goals
- **Be Transparent:** Trust is a key to our success and comes with transparency
- **Be Resourceful:** Know your resources and be productive in using them
- **Be Innovative:** Relentless pursuit of improvement

At Elevate Packaging, we offer

- Opportunities for professional growth in a fast-growing company with proven leaders
- Work with a collaborative team of A+ individuals who love working together
- The opportunity to have a hugely positive impact on the planet
- Competitive salary aligned with success
- Health benefits

Appendix A: First 120 Day Expectations:

Within the 30 Days (Learn Elevate Culture and Custom Label):

- Learn and practice the Elevate Culture and how we work together.
- Learn the details of the Custom Label production processes, materials and customer base.
- Begin to take over some processing of custom label production activities and join on problem-solving.

60 Days (Master Elevate Culture and Custom Label):

- Master custom label production processes
- Take over end-to-end project management for custom label customers

90 Days (Broaden or Deepen Expertise):

- Work on improving Custom label production processes
- Learn custom pouch production processes with goal of taking on custom pouch production project management