

## **Customer Support Maven**

### **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](mailto:jobs@elevatepackaging.com)

### **Role Overview**

Customer Support is a strategic pillar at Elevate. Being world class in customer support is vital to our ability to enable brands to be sustainable. As demand for compostable packaging is growing rapidly, we're looking for new team members to field customer inquiries and be the first touch point for prospective customers.

These team members will be the first representation of our brand to prospective customers - their ability to delight customers will be pivotal in converting incoming prospects and building customer confidence. We are not expecting you to be an expert in sustainable packaging today, we are looking for someone committed to delighting customers who can actively problem solve and collaborate effectively with the warehouse or custom product specialists. With a willingness to learn and a commitment to being fact-based, you'll have everything necessary to succeed in this position.

### **Customer Service Core Responsibilities**

- Respond to initial customer inquiries sent via email and the "Contact Us" form
- Maintain world class response time
- Assist customers with e-commerce orders
- Quote custom bag and custom label projects
- Track ongoing customer requests through CRM
- Follow up with interested prospects via phone and email
- Set customer expectations for custom project pricing, process, and timeline
- Answer customer questions about compostability and materials
- Determine production capabilities and provide product solutions
- Convert interested prospects to active customers
- Collaborate actively with custom product specialists and the warehouse team
- Identify trends in inquiry volume, type, and category
- Improve tracking systems and support tools

### **30 Days**

- Learn and practice Elevate culture
- Learn customer support tools and processes
- Develop working knowledge of products and composting
- Take over day-to-day management of inquiries and email support

## **60 Days**

- Show consistent conversion metrics and response times
- Grow into additional support capabilities
- Become an expert in products and sustainability

## **Ideal Candidate**

- Willingness to learn and receive feedback
- Organized and detail-oriented with the ability to support multiple projects
- Communicates effectively via phone and email
- Commitment to company values and sustainability
- Open and available to work in the office
- Experience with customer support or project management a plus
- Proficiency with CRMs (pipedrive) or customer support programs a plus

Again, related experience isn't necessary if you come willing to grow!

## **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
- The opportunity to have a hugely positive impact on the planet
- Work with a collaborative team of A+ individuals who love working together
- Competitive salary aligned with success
- Health benefits