

NOW HIRING



Outreach & Client Services Associate Coordinator

(Washington, DC)

Open Date: August 1, 2017

Close Date: August 18, 2017

POSITION OVERVIEW:

The Outreach & Client Services Associate Coordinator will work out of the Washington, DC, headquarters, and will primarily focus on coordinating and facilitating Preliminary Certification Requests (PCRs), and strengthening relationships with Green Seal's clients through communication. This full-time position will report directly to the VP of Client Services, with an indirect report to the Sr. VP of Outreach & Strategic Relations. Candidates should have some familiarity with environmental labeling and be enthusiastic about helping Green Seal and its clients fulfill their sustainability missions.

MAJOR RESPONSIBILITIES:

- Working as part of a team to support Outreach and Client Services efforts
- Coordinating and facilitating Preliminary Certification Requests (PCRs) to increase applications, including conducting research on clients, responding to client communications, entering documentation in CRM, and assisting clients with product disposition, pricing, and application process.
- Contacting select clients annually in between monitoring (not a compliance check) to strengthen relationships through communications and support services, including use of materials in the Marketing Tools Portal and opportunities for partnership through tradeshows, social media, speaker's bureau, etc.
- Scheduling and coordinating one-on-one Green Seal overview call within one month of certification for new clients
- Representing Green Seal at industry events, client events and other professional speaking engagements; assisting with event planning as required
- Supporting the Client Services department through joint calls with Client Services and OSR staff
- Populating and updating CRM database; utilizing CRM software to assist Outreach, Client Services, Marketing, and other departments

NECESSARY COMPETENCIES:

- Bachelor's degree in position-related discipline
- Some experience in client service and communications
- Excellent communications and time management skills
- Ability to work in fast-paced, multitask environment with little supervision
- Proficient in Microsoft Office and CRM programs

Compensation based on experience; excellent benefits package included.

EOE - Equal Opportunity Employer - Green Seal is an equal opportunity employer that values diversity and commitment at all levels. All individuals, regardless of personal characteristics, are encouraged to apply.

Send cover letter and resume to [greenseal@greenseal.org](mailto:green seal@greenseal.org), ATTN Outreach & CS Associate Coordinator.

Accepting applications through **Friday, August 18.**

HEADQUARTERS

1001 Connecticut Ave NW, Ste 827
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SOUTHEAST OFFICE

374 Siouan Drive
Lexington, NC 27295-8571

MIDWEST OFFICE

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