



Customer Operations Associate

Waltham, MA – Greater Boston area (accessible by commuter rail and bus)



DESCRIPTION:

Customer Operations Associate

Waltham, MA – Greater Boston area (accessible by commuter rail and bus)

Job Description

If you're a problem solver and a people person, have pride in attention to detail and you want to work with a company leading the way in sustainability and social change, this job could be for you. Preserve is a pioneering company with a vibrant entrepreneurial spirit. We are seeking a hard worker with a great attitude who values attention to detail. A sense of humor is a definite plus.

In this hands-on position, you will help to oversee Preserve's online store logistics, support wholesale operations, be a key first line of contact with Preserve's customers, and engage in projects for a variety of departments. From your seat, you will gain great insight into the key functions of a small, mission driven consumer products company.

Here's what you'll do

Assist with managing the day to day responsibilities associated with running the Preserve online store.

Key components to this include ensuring that shipments are processed accurately and on time, and that customers who call or email are delighted by the service they've received. Preserve's online store is our direct line to consumers, and offers us important insight into what our customers care about.

Provide support for Customer Operations by helping to ensure the proper processing of wholesale orders

You'll work with our Customer Operations Manager and our sales teams to process wholesale orders, and develop ownership for key order logistics steps.



Assist with other office duties as needed. Based on a candidate's interests, this may include marketing and research projects among others.

Job Requirements & Qualifications:

- Basic computer proficiency and ability to learn new programs quickly
- Superior written and spoken communication skills
- Ability to problem solve, prioritize projects and work independently
- Undergraduate degree or equivalent preferred.
- Item packaging experience and knowledge of how to package items to avoid shipping damages is a plus
- Customer service communication skills

Candidate must be a team player who is flexible, thorough and able to work independently. Must be extremely well-organized and show initiative in starting and following through on projects. Candidate must be physically capable to perform job functions including the ability to reach, bend, and lift 30 pounds.

Compensation:

This is a full time salaried position with benefits including 50% of healthcare insurance and policies to support quality of life (e.g., paid community service days, generous holiday schedule, access to public transportation). The salary is commensurate with experience for an Associate level role (typically someone in the first 5 years of their career).

The Preserve team pledges to offer plenty of high impact opportunities for a candidate to contribute to and learn about the workings of our fast growing, mission driven company.

The people we want to work with are:

- Team players with a positive, eager to get-it-done attitude
- Interested in working for a small company with an entrepreneurial spirit
- Self-motivated with an ability to prioritize a variety of projects
- Committed to socially and environmentally responsible business practices

About Preserve

Preserve (www.preserve.eco) is the leading producer of stylish 100% recycled household products. We turn yogurt cups into toothbrushes and take-out containers into cutting boards. Through innovations in recycling, environmentally responsible materials, and sustainable design, we've been finding more resourceful ways to make everyday products for the kitchen, table, and bathroom since 1996. Our company is powered by the recycling efforts of individuals and companies via our Preserve Gimme 5 program. Through this program, we accept #5 plastics that many US municipalities do not recycle—such as yogurt cups and other common household



containers—transforming them into new Preserve products. All of our recycling and manufacturing is done in the USA. Preserve empowers people to make everyday choices that are better for the earth while offering real solutions without compromise. Preserve products can be found at forward-thinking retailers like Whole Foods Market, Trader Joe’s, Target, and a variety of grocery and natural food stores. Preserve is also a certified B Corp—a type of corporation that uses the power of business to solve social and environmental problems (www.bcorporation.net)

Preserve is located in Waltham, MA and is easily accessible from public transportation.

Culture at Preserve

We are a company with an entrepreneurial spirit. We take action and believe strongly in calculated risks. We aim to take our work seriously, but also to laugh at ourselves. Underlying all that we do is a respect for each other and an acknowledgement that it is our unique experiences and perspectives that make us a stronger team. We are flexible but accountable. We work hard and play as often as we can, sharing potlucks, birthdays, and tossing a Frisbee after an outdoor meeting.

To Apply:

Apply via our B Work portal: <https://www.fitzii.com/apply/37869?s=c2>

Include your resume and include a cover letter that:

- Describes why you are the right person for the position
- Provides examples that demonstrate your qualifications
- Informs us of your availability and when you would be able to start

Incomplete submissions will not be reviewed. No phone calls please.

Thank you for your interest in Preserve!