

## Member Success Manager

[Ridwell](#) is a service that makes it easy to reuse and recycle more of your stuff. We identify recyclable and reusable items that the city doesn't collect, pick them up from our customers' doorsteps, and match them with local partners that can use them sustainably. We regularly pick up thin plastics, clothes, batteries, light bulbs, styrofoam, and a featured category that rotates. The featured category is typically an item in demand from a local non-profit.

We are a social purpose corp, meaning sustainability is not just a company value - it's fundamental to the purpose and interests of our company. Our mission is to empower communities to waste less, and every success our product team celebrates means more waste saved from the landfill and more valuable donations in the hands of local non-profits.

We're funded and growing quickly and can't wait to add to our team. We offer a strong benefits package, a flexible work and vacation schedule, and a team invested in the personal growth of its employees. This is a unique opportunity to get in at the beginning and help build something special!

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We're looking for an energetic, talented, and experienced person to create a customer-obsessed and scalable member success team. This person will be in charge of building a team from the ground up with an eye to company-level goals and metrics.

## Our working culture

- **Obsession with the member experience** Our member is the hero on a journey to waste less.
- **Values** We approach problems and opportunities with curiosity and pragmatism, and we treat each other with empathy and respect. We are resourceful - there is no problem we can't find a solution for
- **Collaboration and versatility** There is no "turf" to protect and our roles are fluid based on our strengths, interests, and company needs

## How to succeed in this role

- Work closely with the product and operations teams to ensure that our members' needs are being met and they find value in the service that Ridwell provides
- Create organization and processes to improve our efficiency and agility as a member success team
- Build a team with an eye to scalability rather than throwing people at the problem
- Maintain a best-in-class member satisfaction with regards to our support experience
- Determine a strategy for scaling member success across different metros

We're open to a variety of backgrounds and experiences, but here are the general skills and experience we're looking for:

- Building and managing an effective team
- Building processes and organization rather than disarray
- Analytic and future-forward decision making
- Experience in a customer-facing, "front-of-the-house" role
- Comfort with ambiguity and willing to take responsibility and ownership

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*If you're interested in this role, [please apply here](#). Include your resume/CV or LinkedIn URL. Thank you!*