



## Customer Support Associate - Maternity Cover

**Location:** Mexico

### Job Purpose and Background:

The Science Based Targets initiative (SBTi) is looking for a Company Support Associate to provide front-line engagement with some of the world's largest corporations and financial institutions. The SBTi receives hundreds of incoming queries from high-profile international corporations each month and is hiring a Company Support Associate to manage, prioritize, coordinate, and respond to these incoming queries in a highly professional manner.

As a rapidly growing climate initiative, there are also significant opportunities for the Company Support Associate to work with the rest of the Customer Experience team to develop new processes, introduce innovations to the SBTi's query management system, and be entrepreneurial in communicating with companies throughout their validation journey.

This role will report to the **Customer Support Team Manager** based in the UK and will coordinate closely with teams across the SBTi. Roughly 70% of time will be spent addressing incoming queries, 20% on documentation or process improvement within the Company Support function, and 10% industry training and knowledge development.

### You are a great fit for this role if you are:

- Skilled written and verbal communicator, able to break down broad technical concepts relating to GHG accounting and the SBTi standards, to support the resolution of customer queries.
- Passionate about providing excellent customer service to improve both the SBTi validation experience and reputation.
- Proactive and self-motivated learner who enjoys working in a remote, international team
- Have a proven track record of delivering high-quality work and support to companies and enjoys interacting with a diverse range of companies
- Proficient with using digital tools, including CRMs e.g. Fresh, Salesforce
- Experience with providing product support is not necessary but would be beneficial.

### About the SBTi:

The Science Based Targets Initiative (SBTi) is a global body enabling businesses to set ambitious emissions reductions targets in line with the latest climate science. It is focused on accelerating companies worldwide to halve emissions before 2030 and achieve net-zero emissions before 2050.

The SBTi defines and promotes best practices in science-based target setting, offers resources and guidance to reduce barriers to adoption, and independently assesses and approves companies' targets.

For more information, please visit [www.sciencebasedtargets.org](http://www.sciencebasedtargets.org)

**Key responsibilities include:**

- Manage the official SBTi inbox to prioritize, triage, and respond to queries;
- Respond to questions from companies and other stakeholders swiftly and professionally, meeting individual and team SLAs
- Monitor queries assigned to other teams and develop cross-functional relationships to hold them accountable for timely resolution;
- Maintain and update internal and external documentation of responses to frequently asked questions;
- Maintain and update internal process documentation for query assignment and communication between teams;
- Maintain and update external FAQs, including coordinating inputs from other teams;
- Assist in development and maintenance of digital Knowledge Base;
- Embrace and become skilled in the use of our CRM and ticketing systems;
- Proactively research, pitch, and implement process innovations, based on data-driven insights, to improve the Company Support function within the SBTi;
- Continuously upskill in GHGP technical knowledge and stay on top of SBTi guidance roll-outs;
- Have willingness and flexibility to contribute outside of specifically stated responsibilities as necessary to meet demands of the growing organization.

**Essential skills and experience needed:**

- 2+ years relevant work experience in customer service roles
- Experience with responsibilities that required high attention to detail
- Interest in becoming an expert on the SBTi's technical guidance and GHG protocol
- Passion for direct customer support and advocating for customers' needs
- Exceptional digital communication skills in English language
- Strong organizational skills to follow up on multiple tasks diligently
- Medium to advanced skills with the use of collaborative technology tools such as Google Suite, Slack, Freshworks, and Asana, with prior experience with CRM and ticketing software systems
- Process-oriented and fast learner
- Proactive and independent
- Advanced written and oral English skills
- Desirable to have previous experience working in a remote customer support function in an international environment
- Desirable to have a university degree in sustainability, business, communications or similar experience in a sustainability role



The salary for this role will depend on location and experience level. **This role is a fixed-term contract for 9 months for maternity leave**

Interested candidates should be legally allowed to work in the countries specified. **The SBTi cannot sponsor any working visas.**

**To apply, please complete our [application form](#).**

**What we offer:**

- Working in one of the most successful and fastest-growing initiatives driving climate action;
- Exciting and challenging tasks in a dynamic, international, innovative, and highly motivated team;
- Training and development;
- Attractive holiday package.

SBTi is an equal opportunity employer - committed to building an inclusive workplace and diverse staff, where all can thrive. We welcome and strongly encourage applications from candidates of all identities and backgrounds. We do not discriminate based on race, color, religion, gender or gender identity, sexual orientation, national origin, disability, or age.