Upcycled Certified™ Relationship Manager

The Upcycled Food Association is leveraging market forces to prevent food waste by coordinating hundreds of companies around the world and empowering millions of consumers to prevent climate change with the products they buy. We are looking for enthusiastic, talented leaders to join our team!

Summary
Upcycled Food Association (UFA) is a nonprofit focused on preventing food waste by accelerating the upcycled economy. UFA is the leader of the booming global upcycled movement, and is seeking an Upcycled Certified™ Relationship Manager, whose primary responsibilities will be to work with participants of the Upcycled Certified™ program, the world's first third-party product verification system for products that prevent food waste.

The Upcycled Certified™ Relationship Manager will work directly under the Head of Programs and Member Services and alongside a team of other Relationship Managers. The Upcycled Certified™ Relationship Manager is responsible for managing the administration and operations of the Upcycled Certified™ program, and working with program participants to ensure their success. Administrative aspects include the development and improvement of the certification and onboarding processes, working with certifying bodies and other external partners, and assessing the customer experience. Customer success aspects include the development and implementation of initiatives to support program participants, ensure high program value, and communicate the Upcycled Certified™ brand.

The Upcycled Certified™ Relationship Manager is also responsible for working with the Marketing and Communications Department to support Upcycled Certified™ messaging strategy for UFA and program participants.

Responsibilities
- Manage the non-technical-administration related operations of the Upcycled Certified™ program
- Support the ongoing iteration of the Upcycled Certified Standard
- Support the success of program participants, ensuring every participant receives proactive support, high return on investment, and excellent service from the program
- Manage the day to day relationship with Certification Body(ies)
- Work with Business Development department to field technical questions from inbound leads
- Facilitate, finalize, and manage the delivery, storage, and maintenance of Upcycled Certified™ license agreements
● Work with Head of Programs to develop strategy and execute plans for continuous improvement of the program
● Work with marketing to craft branding and messaging for Upcycled Certified™, and effectively deliver this messaging to the program participants and the public
● Work with Business Development Department to improve participant onboarding and retention
● Develop educational assets for potential applicants about technical elements of certification processes and requirements
● Be an expert on, and be able to effectively communicate about the Upcycled Certification Standard to prospective companies
● Regularly seek and apply feedback from internal and external stakeholders and build strategic collaborations and partnerships through trainings, webinars, etc.
● Proactively build technical knowledge of the upcycled industry, and present this knowledge through writing, public speaking, and presentations
● Regularly meet with Upcycled Certified™ participants to understand their needs
● Build a cohesive network of Upcycled Certified™ products and companies

**Necessary Skills and Experience**

● Passion about the mission of UFA
● Five years experience managing customer service and/or customer success
● An engaged, respectful and proactive attitude and demeanor that allows companies/brands to build trust in UFA beyond just the certification
● Demonstrated ability to be resourceful in supporting companies through the certification process
● Excellent writing, speaking, and business relationship skills
● Proficiency with task management, CRM platforms in order to effectively respond to client and colleague requests
● Demonstration of strategic thinking and planning skills
● Ability to uphold an entrepreneurial environment, with a bias for action and improvement
● Demonstration of contributing to diversity, equity, and inclusion within a team or organization
● Ability to build consensus and communicate effectively to a diverse group interests and businesses
● Ability to work collaboratively with other Relationship Managers and across teams

**Desired Skills and Experience**

● Program or project management experience
● Personnel management experience
● Brand management experience
Experience with the administration of certification or verification programs
Experience reviewing contracts and engaging with legal counsel
Experience in sustainability, climate change, or food waste
Experience in CPG, food and beverage, or retail industry
Retail or merchandising experience

This opportunity is
For someone interested in working to combat the climate crisis
For someone excited by being a part of a rapidly growing global environmental movement
For someone who gives feedback with humility, and receives it as a gift
One for which women, Black, Indigenous, People of Color, and LGBTQ+ are encouraged to apply
One for which all ages are encouraged to apply
One for which no identity variables whatsoever will be used to discriminate

Compensation and Benefits
$75,000-$85,000 USD annually, overtime exempt
Unlimited PTO
Health insurance stipend
401k savings matching
100% Remote work opportunity
An energetic, open, positive, communicative, and supportive team
Exposure to a large network of companies, from CPG startups to legacy food companies
Ability to scale the single greatest solution to climate change while managing a brand that will reach millions of people

How to Apply: Please send a cover letter and resume to apply@upcycledfood.org