

Thermaco Incorporated

POSITION DESCRIPTION

Position Title: Customer Support & Relationship Manager

I. POSITION SUMMARY

We are seeking a motivated and experienced Customer Support & Relationship Manager to both deliver excellent product technical support and cultivate durable business relationships with key audiences. The Customer Support & Relationship Manager is responsible for driving superior customer satisfaction and sales opportunities through phone calls, emails, webinars, and other forms of communication. He or she works as a member of an innovative team of marketers and engineers on product and process improvement projects.

The ideal candidate has proven experience working in a customer support position, shows excellent leadership and interpersonal skills, and has great communication skills. He or she must be capable of frequent task-switching and enjoy working with people from diverse backgrounds.

II. ABOUT THERMACO

Thermaco® creates technology for removing pollutants generated from our modern lifestyles and preserves the world's wastewater infrastructure for the future. Fats, oils, and grease (FOG) are harmful home- and restaurant-kitchen byproducts that can cause sewer blockages if untreated. Through the products we make and market, Big Dipper® Automatic Grease Traps and Trapzilla® Supercapacity Grease Interceptors, we help commercial kitchens and communities treat their kitchen waste in a responsible and efficient manner.

Join our team, make a difference, enjoy what you do, and help build an environmentally sustainable future!

III. KEY RESPONSIBILITIES

1. Managing responses to inquiries from customers, influencers, and intermediaries across all communications channels, including phone calls, emails, texts, social media messages, and live chat messages.
2. Listening to and understanding the explicit and implicit problems contained in inquiries, diagnosing the causes, and recommending solutions. Seeking help from internal resources such as other employees from different disciplines is expected and encouraged.
3. Proactively building partnerships and creating business relationships with companies and individuals with the highest potential for scaling revenues, profits, customer satisfaction, and other positive business results. Good business relationships include end users, government regulators, engineers/architects, service providers/contractors,

distributors/dealers, and other contributors to the market ecosystem. Creating and nurturing good business relationships requires relating and listening for information and opportunities to extend initiatives with the company and articulate the benefits of products and services.

4. Ensuring reporting and communications is frequent and bi-directional.
5. Attending and presenting at trade shows, conferences, and via webinar as needed.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

IV. SUPERVISORY RESPONSIBILITY

This position has no supervisory responsibilities.

V. PHYSICAL DEMANDS & TRAVEL

Works in an office and manufacturing plant environment. As-needed travel domestically and abroad. Sight, hearing, speech and written communication capabilities sufficient to interact well with individuals and groups. Responsible for working in a safe manner. This position requires up to 25% travel.

VI. REQUIRED EDUCATION & EXPERIENCE

1. A bachelor's degree in a business or technical discipline or equivalent experience in related field preferred.
2. 3-5 years of overall business experience.

IX. OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.