

## **Company Support Associate**

### **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 day 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 Target Operations 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 Target Operations Senior Manager 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.

### **About you:**

The ideal candidate is a skilled written and verbal communicator with a passion for customer support. You are a proactive and self-motivated learner who enjoys working in a remote, international team. You are comfortable in client-facing roles, using digital tools, and following up with senior team members to deliver efficient customer responses.

### **About the SBTi:**

The Science Based Targets initiative (SBTi) is a joint initiative between CDP, UN Global Compact, the World Resources Institute, and World Wildlife Fund, aiming to catalyze change towards a net-zero economy by driving the adoption of GHG emission reduction targets in the corporate sector that are consistent with the ambition required to limit global warming to 1.5°C. Over 5,000 of the world's companies have joined the Science Based Targets initiative to date. Please visit [www.sciencebasedtargets.org](http://www.sciencebasedtargets.org) to find out more

### **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;
- 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
- 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
- Process-oriented and fast learner
- Proactive and independent
- Advanced written and oral English skills
- General availability until at least 7pm local time, to interact with international team

## Desirable criteria:

- Prior experience working in a remote customer support function
- University degree in sustainability, business, communications, sales, or comparable on the job experience
- Prior experience with CRM and ticketing software systems
- Data entry and processing skills
- Experience in international, virtual workplaces
- Experience working in an NGO

This is a full-time role based in Berlin. The salary for this role will be dependent on location and level of experience. This role is a fixed-term contract for 12 months with the possibility of extension. Applicants must be eligible to work in the location applied for, the SBTi cannot sponsor working visas.

## 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;
- Competitive NGO salary;
- Attractive holidays

## How to apply:

**Please email your CV and a cover letter setting out why you want to work with the SBTi and how you meet the required skills and experience or key responsibilities, which should be no more than two pages together, to**

[careers@sciencebasedtargets.org](mailto:careers@sciencebasedtargets.org) with Company Support Associate followed by your first name and surname in the subject. The deadline for application is **TBD based on publish date**. Please also **include your salary expectations** and the location you are applying for in the application materials.

The 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, and do not discriminate on the basis of race, color, religion, gender or gender identity, sexual orientation, national origin, disability, or age.