



# Recycle Coach

a division of Municipal Media Inc. and Corp.

**Job title:** Client Service and Implementation Specialist  
**Location:** Remote – Canada (Working hrs: 12:00pm-8:00pm EST/ 9:00am-5:00pm PST to support west coast partners)  
**Terms:** Full-Time  
**Salary/rate:** \$40,000-\$50,000/annually CAD  
**Requirements:** Some travel to Toronto for company meetings (2x year) and from time-to-time industry conferences/events or client meetings. Valid Passport.

**About us:** While it's true that most municipalities start using Recycle Coach, so residents know when it's garbage day, we're so much more than just a calendar. Recycle Coach provides recycling education and communication solutions across 1,700+ cities in North America and Australia. Our mobile app creates engaging and interactive learning experiences to help solve local problems. Residents learn not only how to recycle correctly — but why they need to do so. When residents understand the justification behind changing behaviours, municipalities see long-term results.

At Recycle Coach, we're looking for top talent who get excited about using technology to solve environmental challenges.

We're a forward-thinking organization that has led for 20+ years in waste and recycling information and education through technology. Rooted in disrupting traditional spaces, the possibilities are endless for your next career move.

**About the role:** Client Service and Implementation Specialist (CSIS) is an entry-level role which is focused on providing our clients and users with excellent service for any request in a timely fashion. CSIS also works closely with the head of operations to maintain internal operational tool guides for all employees. This role is considered to be the subject matter expert of our back-end Administrative System with the opportunity to learn multiple tools to help the business run smoothly to best service our clients.

**Responsibilities:**

- Integral part of client onboarding and implementation
- Responsible for servicing client requests in our back-end systems
- Manages our user helpdesk, reporting any bugs to development
- Works closely with Customer Success Managers during implementation and client projects
- Leans on Software Developers expertise for user tech support
- Continuously grows internal Operational Toolkits

**Candidate requirements:**

- Excellent time and project management skills
- Enjoys self-discovery, research and finding solutions to issues
- Experience with data-entry is key
- Knowledge tools such as JIRA, HubSpot, and Zendesk are a nice-to-have
- Team player and willingness to learn
- French is an asset

## Contact us to apply

Please submit one PDF with cover letter and resume labelled with your LAST NAME\_JOBTITLE.

Submit to [careers@recyclecoach.com](mailto:careers@recyclecoach.com) by February 27<sup>th</sup> 2026