



Job Posting

Retailer Liaison

Alexandria, VA

Summary

The Mattress Recycling Council (MRC) seeks qualified candidates for a Retailer Liaison in support of statewide mattress recycling programs in California, Connecticut, and Rhode Island. The Retailer Liaison will create an important link between MRC and the mattress retailer community.

Formed by the International Sleep Products Association (ISPA) in 2013, MRC is a non-profit organization headquartered in Alexandria, Virginia whose purpose is to implement mattress recycling programs in states with mattress recycling laws. These programs are funded by a fee collected on the sale of each mattress within the state. MRC's objectives are aligned with these laws: to promote and encourage the proper recycling of mattresses at end of life.

About the MRC

In 2013, Connecticut, Rhode Island and California enacted mattress recycling laws creating the statutory framework to fund the collection, transportation and recycling of discarded mattresses. Connecticut was the first state to implement its program in May 2015. Rhode Island and California will follow in early 2016. Important information about each state law is described in detail from MRC's web-site: www.mattressrecyclingcouncil.org.

MRC has designed each state program to meet the requirements of each law. To fund the program, retailers will collect a fee from the sale of each mattress, and then remit that fee to MRC. MRC will use collected fees to pay for transportation, recycling, consumer education and program administrative costs.

Responsibilities

The primary goals of the Retailer Liaison position are to ensure maximum program participation and compliance while providing exemplary customer care. The Retailer Liaison must be able to manage a variety of projects simultaneously, adjust priorities as required, and work with minimal supervision. The Retailer Liaison supports MRC to achieve the goals and objectives established by the Managing Director and Marketing Coordinator.

Responsibilities of the position include:

- Act as the primary point of contact for all retailers participating in the Mattress Recycling Council recycling programs
- Proactively contact retailers within the program, via phone, email and in-person visits to provide customer support
- Nurture existing relationships and provide support for retailers new to the program

- Address retailer questions, concerns and requests
- Directly contact retailers not participating in the program
- Communicate with government agencies regarding non-compliant participants
- Work with marketing on regularly scheduled outreach efforts to the retailer community
- Work with marketing to analyze effectiveness of previously developed point of sale materials and to research and develop new communication methods
- Production of weekly reports and data analysis
- Maintain accurate customer records
- Travel to meet with retailers or attend industry events, 2-3 times per month

Required Skills & Qualifications

- A bachelor's degree in business management or equivalent
- Minimum of five years in sales or account management positions
- Superior communications skills, both written and oral
- Ability to set priorities, multi-task, and meet goals
- A positive customer focused attitude
- Experience maintaining customer information using CRM software
- Clean driving record and ability to travel as required
- Comfortable meeting new people and ability to mitigate uncomfortable situations

Preferred Skills & Experience

- Previous sales experience
- Prior experience working in the mattress industry
- Spanish/English Bilingual

Compensation

This is a full-time salaried position based in Alexandria, VA and will report to MRC's Marketing Coordinator. MRC provides an extensive benefit package and salary is commensurate with experience.

Contact Information

To apply, please email cover letter and resume to opportunities@mattressrecyclingcouncil.org. Indicate "MRC Admin Assistant" in email subject line.