

Sustainability Programs Coordinator

Department: Programs Team

Reports To: Senior Director of Programs

Posted: April 29, 2024

Job Closes: May 24, 2024

To apply: submit a resume and cover letter through My Green Lab's application portal at <https://www.mygreenlab.org/employment-opportunities> by **May 24, 2024**.

My Green Lab (MGL) seeks a passionate and motivated Sustainability Programs Coordinator to join the team that administers our My Green Lab Certification program in order to provide robust technical support and ensure a positive experience for all program participants. The successful candidate will have direct experience working in a laboratory or laboratories. They will also have experience engaging, supporting, and/or collaborating with external customers. Applicants with demonstrated experience in enhancing the environmental sustainability of laboratory operations or engaging in green labs initiatives are encouraged to apply, though such experience is not mandatory.

This is an entry-level role at My Green Lab with exciting opportunities for career growth, learning, and professional development.

This is a full-time position. MGL is a 100% remote workforce: this position will be permanently based out of a home office. Less than 20% travel is expected. Compensation includes a base salary commensurate with experience and competitive with similar nonprofit roles, performance compensation, and a benefits package that includes health insurance, a 401(k) matching program, and a generous vacation and holiday allocation.

About My Green Lab

Scientific laboratories represent enormous untapped potential for sustainability interventions. They discard over 12 billion pounds of plastic annually, and they consume 5-10 times more energy and water than office spaces. Worldwide, laboratories comprise an industry that is three times the size of the building products space and just over half the size of the automotive industry.

My Green Lab is a non-profit organization dedicated to reducing the environmental impact of laboratories by building a global culture of sustainability in science and directly engaging scientists and the teams of people who support them. Our members and supporters range from small laboratories to some of the science community's largest corporations and academic institutions. We develop standards, oversee their implementation, and inspire the many behavioral changes that are needed throughout the scientific community. In addition to motivating behavioral changes in and around the lab through easily and rapidly implementable tools with clear measurement and verification, we are also leading data-driven research into environmental health impacts and resource consumption.

Since our founding in 2013, MGL has grown from a grassroots effort to the most influential organization in the laboratory sustainability space. We are excited to invite an exceptional Sustainability Programs Coordinator to help us continue to grow our impact globally.

About This Role

The priority of the Sustainability Programs Coordinator will be to work closely with colleagues on the Programs Team to administer the My Green Lab Certification Program globally. This highly-collaborative position requires close coordination with fellow team members to ensure a smooth, well-organized experience for clients and colleagues alike, beginning with handoff from the business development team through to successful certification, even as the program rapidly scales.

My Green Lab takes a data-driven approach to our mission, and we use several technology platforms to administer our certifications and track results. The Sustainability Programs Coordinator must feel comfortable learning and using numerous different software programs, including both standardized and uniquely customized tools.

MGL's Sustainability Programs Coordinator must be passionate about the organization's mission and be able to clearly articulate its importance and relevance both in the context of the global sustainability movement as well as within the scientific community. The Sustainability Programs Coordinator will become comfortable speaking to diverse audiences and be able to clearly articulate My Green Lab's vision in the context of broader sustainability topics. This includes discussions with individual customers throughout the certification process as well as introducing prospective customers to the My Green Lab Certification program.

Key Responsibilities

The key responsibilities of this position include, but are not limited to:

Direct program administration

The ongoing client-facing effort will be the Sustainability Program Coordinator's primary responsibility. It will involve interfacing with clients to solicit information necessary for program participation; configuring systems and platforms to enable client participation; ensuring data integrity and tracking to proactively manage client engagement; fielding customer service inquiries and coordinating responses relating to program content as well as process and platform challenges; and resolving technical issues for clients.

Process improvements

My Green Lab strives for continuous improvement. The Sustainability Programs Coordinator will work with colleagues to identify and resolve inefficiencies pertaining to systems, platforms, or processes, and will carefully document these changes in our standard operating protocols to facilitate consistency in process across the team.

Technical support and customer success

Ensure certification administration is well organized. Manage and meet day-to-day client expectations effectively. Support colleagues in the administration of individual laboratory certifications.

Special projects

Skillfully contribute to special projects as necessary, including but not limited to public and private grants, education, presentation, and resource development, and research tasks.

Data integrity, tracking and reporting

Routinely evaluate and analyze customer data to identify and resolve discrepancies. Regularly evaluate progress to goals and communicate findings to your team.

Required Qualifications and Experience

- Bachelor's or Master's degree in a field related to science, or equivalent professional experience
- Demonstrated passion for sustainability in general and MGL's mission in particular
- Experience working in or adjacent to laboratory environments; in-depth understanding of laboratory function and performance
- High level of competency with the Microsoft Office 365 Suite
- Excellent written and verbal communication ability
- Demonstrated ability to work independently to achieve defined goals and outcomes; self-motivated
- Driven to share successes; a team player
- Experience proactively solving problems

Preferred Qualifications and Experience

- Experience with Salesforce or a similar CRM
- Experience in an industry or industries pertinent to laboratory research
- Sustainability expertise (green labs, green buildings, corporate sustainability or similar)

My Green Lab is a fast-paced and dynamic work environment, so the ideal candidate will be a flexible self-starter who embraces change and continuous improvement. The successful candidate will demonstrate interest in professional development and advancement within the role as they take on increased responsibility in line with the growth goals of the organization.

6 Month Tasks

- Gain a firm and comprehensive grasp on all standard operating protocol for Green Lab Certification management
- Gain a working knowledge of the My Green Lab Certification content and context
- Become a My Green Lab Ambassador and complete all existing modules for the Green Lab Accredited Professional Program
- Undergo education and training on My Green Lab's programs

My Green Lab is an equal opportunity employer. We are committed to creating an inclusive environment for all employees.