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Customer Acquisition Coordinator – Flex Location

Description

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Explore your next opportunity at a Fortune Global 500 organization. Envision innovative possibilities, experience our rewarding culture, and work with talented teams that help you become better every day. We know what it takes to lead UPS into tomorrow—people with a unique combination of skill + passion. If you have the qualities and drive to lead yourself or teams, there are roles ready to cultivate your skills and take you to the next level.

Job Description:

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This role drives growth by identifying and engaging potential business clients in the logistics sector through strategic outbound outreach (e.g., email, phone, LinkedIn) to generate qualified leads and set appointments for the sales team. Acting as a liaison between internal teams and external customers, the specialist ensures a smooth onboarding experience and establishes a strong foundation for long-term customer engagement.

The incumbent supports lead generation across the customer lifecycle by assisting with renewals, location add-ons, and identifying up-sell and cross-sell opportunities. This role also helps customers optimize product benefits while monitoring performance, suggesting process improvements, and providing support to enhance customer satisfaction and retention.

Success in this role requires strong communication skills, analytical thinking, and a working knowledge of logistics operations. This entry-level professional position operates within UPS's professional career track and primarily performs routine assignments with regular guidance. The role applies conceptual knowledge and sound judgment to resolve common issues, contributes to team outcomes, and supports continuous improvement efforts. This role will be remote.

Responsibilities:

- Identifies and engages prospective business clients through outbound outreach efforts (email, phone, LinkedIn, etc.)
- Generates qualified leads and schedules appointments for sales partners
- Acts as a liaison between internal teams and external customers to support onboarding and engagement
- Supports existing customers throughout the lifecycle, including renewals and account expansion opportunities
- Identifies and communicates up-sell and cross-sell opportunities
- Monitors customer performance and recommends process improvements
- Assists customers in optimizing product usage and benefits
- Shares insights and feedback with internal teams to support continuous improvement

- Resolves routine issues using established procedures, guidance, and best practices
- Utilizes analytical thinking to assess straightforward problems and recommend solutions

Preferences:

- Strong communication and interpersonal skills
- Analytical mindset with the ability to interpret data and trends
- Basic understanding of logistics operations or supply chain concepts
- Ability to manage multiple tasks and prioritize effectively
- Demonstrates initiative and willingness to learn

Basic Qualifications:

- Bachelor's degree or equivalent experience
- Must be a U.S. Citizen or National of the U.S., an alien lawfully admitted for permanent residence, or an alien authorized to work in the U.S. for this employer
- Employer will not sponsor a visa for this or future positions
- Must be available to work flexible hours
- Job Grade:10E

Pay Range:

Our compensation reflects the cost of labor across several US geographic markets. The base pay for this position ranges from \$26.70/hour to \$38.10/hour. Pay is based on several factors including but not limited to, market location and may vary depending on job-related knowledge, skills, and education/training and a candidate's work experience. Hired applicants may be eligible for annual short-term and/or long-term incentive compensation programs depending on the level of the position. Payments under these annual programs are not guaranteed and are dependent upon a variety of factors including, but not limited to, individual performance, business unit performance, and/or the company's performance. Hired applicants may be eligible for Medical/prescription drug coverage, Dental coverage, Vision coverage, Flexible Spending Account, Health Savings Account, Dependent Care Flexible Spending Account, Basic and Supplemental Life Insurance & Accidental Death and Dismemberment, Disability Income Protection Plan, Employee Assistance Program, 401(k) retirement program, Vacation, Paid Holidays and Personal time, Paid Sick and Family and Medical Leave time as required by law, and Discounted Employee Stock Purchase Program.

Employee Type:

Permanent

UPS is committed to providing a workplace free of discrimination, harassment, and retaliation.

Other Criteria:

UPS is an equal opportunity employer. UPS does not discriminate on the basis of race/color/religion/sex/national origin/veteran/disability/age/sexual orientation/gender identity or any other characteristic protected by law.

Basic Qualifications:

Must be a U.S. Citizen or National of the U.S., an alien lawfully admitted for permanent residence, or an alien authorized to work in the U.S. for this employer.

Hiring organization

UPS

Employment Type

Full-time

Job Location

Remote work from: US

Working Hours

8

Base Salary

USD 20 - USD 30

Date posted

April 3, 2026

Valid through

16.12.2026