



POSaBIT is a FinTech, working exclusively within the cannabis industry. We build solutions to create new and better financial services and transaction methods for our customers. We strive to bring cutting edge software and technology to the cannabis industry, so that all merchants can have a safe and compliant set of services to solve the problems of a cash-only industry. We are currently looking for an Customer Service Representative(CSR) to handle the day to day questions that come from our merchant partners.

### **Top Reasons to Work with Us:**

- We have an undeniable positive impact on our customer's business, providing tremendous value and solving critical pain points.
- We offer a fun, dynamic workplace staffed by passionate individuals who are committed to achieving something special.
- Your contributions will be visible and be impactful!
- Proactivity and risk-taking are encouraged and rewarded.
- Our customers need innovative solutions, making us uniquely positioned to capitalize on a once-in-a-lifetime market opportunity.
- Our target markets are growing at 25X over the next three years.

POSaBIT prides itself on exemplary customer service and we are looking to build out our Client Service team with a new team member who is willing and able to become an expert in the field and foster excellent relationships with our client base located across the country.

### **Role Responsibilities**

- Passion and energy to help our customers build their business.
- Create a beneficial working relationship with a base of partner cannabis retail stores.
- Be responsible and attentive in customer support, both written and verbally.
- Ability to work independently.
- Proactively listen to the customers' needs and assess if the issue needs to be elevated to the next level.
- Meticulous note taking and updating accounts in a CRM tool.

### **What You Need for the Position:**

- Bachelor's degree preferred, but can be a mix of education and experience
- 1-2 years' experience in Client Services
- Experience or familiarity with the cannabis industry
- High volume inbound/outbound call experience
- Strong interpersonal skills
- Ability to work in a fast-moving, spontaneous environment
- Occasional weekend work, occasional travel



### What's In It for You

- You get to work in a fast-growing industry experiencing rapid growth
- Opportunity to make a significant impact and be recognized for it
- Stock option plan
- Excellent benefits including – medical, dental, vision, 401k, life and disability insurances

POSaBIT Inc. is an Equal Opportunity Employer All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, protected veteran status, or any other characteristic protected by law. Your Right to Work – In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.