



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. Our home base is just outside Seattle, but we are looking for candidates from all over the country that can work remotely. We are currently looking for a Customer Success manager to join our rapidly growing Customer Success team.

Top Reasons to Work with Us

- Our target markets are growing at 25X over the next three years.
- Being part of this new industry customers need our innovative solutions, making us uniquely positioned to capitalize on a once-in-a-lifetime market opportunity.
- 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.

Role Description:

The Customer Success team plays an integral role in the revenue growth of POSaBIT and works directly with every client to support their growth while advocating for anything they need from our development and support teams. The Customer Success Manager will be responsible for the relationship management of their accounts and will serve as the primary point of contact for the key decision makers at each account.

Responsibilities include:

- Relationship management from ownership to budtender with your accounts
- Analyzing data to identify revenue trends
- Developing strategies to increase revenue across all accounts
- Coordinating and overseeing efforts by Support and Implementation teams

- Identifying opportunities for new business within existing accounts
- Identifying opportunities to improve services and working with internal development teams to execute them
- Visiting stores and account contacts to grow and maintain strong client relationships

Required Qualifications:

- Bachelor's degree preferred.
- Experience or familiarity with the cannabis industry preferred
- Ability to work in a fast-moving, spontaneous environment
- Passion and energy
- Ability to travel to our headquarters in Kirkland, WA as needed
- Excellent written and interpersonal communication skills
- Foundational knowledge of business
- Desire to learn and ability to adapt
- Proficient in MS Office Suite, focus on Microsoft Excel and PowerPoint
- Critical thinking skills
- Data analysis skills
- Strong attention to detail
- Basic understanding of CRM system

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
- Bonus plan
- Excellent benefits including – medical, dental, vision, 401k, life and disability insurances