



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 Implementation Specialist to handle the onboarding of our new merchant partners.

### 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.

### Implementation Specialist

We are looking for Implementation Specialists to join our growing company and support the onboarding of new merchants. With a full pipeline of new merchants coming to POSaBIT, you will join our Implementation Team to swiftly, efficiently, and effectively onboard new merchants and get them up and running on our platforms.

### Responsibilities:

- **Product expert** – you will become an expert in all aspects of our products to best serve our new merchants
- **Successful onboarding of new merchants** – once a merchant has signed on to work with us, you will lead them through all onboarding processes and set timelines to get them up and running
- **Training new merchants on how to use our systems** and best practices of the system

- **Identifying unique needs of new merchants** and advising them on features of our system
- **Relationship management** – you are one of the first contacts new merchants have at POSaBIT, and will set a positive tone for working with POSaBIT
- **Implementing new features, integrations and services** for merchants that add new services and products from our array of product offerings
- **Writing status reports** – before handing off onboarded merchants to Customer Success team, providing comprehensive reports of onboarding process
- **Programming POS and payments equipment** for new merchants
- **Work closely with Customer Success Managers**, Customer Support Team, Product Management Team and Development Team to drive customer satisfaction and success.
- **Work closely with integration partners** to ensure successful implementation of third-party services integrated with our system.

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

- 3+ years of experience in onboarding new merchants for a POS or payments platform, OR
  - 3+ years of experience in onboarding or training new merchants on SaaS platforms
- Bachelor's Degree in Business, Operations, MIS, or similar fields preferred
- Experience working with dispensaries or cannabis-related businesses preferred
- Proficiency in Microsoft Excel, Powerpoint, and Google platforms
- Strong understanding of Salesforce and Zendesk preferred
- Strong multi-tasking skills and the ability to balance multiple projects simultaneously
- Excellent presentation skills
- Attention to detail and top-notch written and verbal communication skills
- Organized self-starter with excellent follow-through required
- Great customer-service skills required; ability to speak and write professionally with those at all levels of the organization.
- Tech savvy; analytical and hands-on problem-solving skills preferred
- Ability to earn trust, establish rapport, and maintain positive and professional relationships internally and externally
- Occasional early morning or late night support for onboarding
- Ability to travel to office in Kirkland, WA, 3+ days per week

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
- Tim off
- Monthly remote work stipend

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.