

## **Job Title: Customer Success Manager**

### **What is POSaBIT?**

POSaBIT is a well-funded FinTech startup, working exclusively within the cannabis industry. We build unique solutions to create new and better financial services and transaction methods. Our home base is just outside Seattle (Kirkland, Washington).

### **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 Responsibilities**

- Lead all merchant relationships, ensure merchant satisfaction
- Manage the day to day activities of the Account Management team
- Create internal processes for the Account Management team and aid in the customer support infrastructure
- Proactively create and execute initiatives with the aim of continued merchant satisfaction
- Serve as a cross-team liaison between Account Management, Sales, Marketing, and Product teams

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

- At least 3-5 years of experience in client-facing, customer success roles
- Experience managing a team
- Ability to be proactive, solve problems, and juggle multiple priorities and initiatives at any given time
- Experience in the technology industry a plus

### **What's In It for You**

- You get to work in a fast growing industry experiencing rapid growth
- Opportunity to make a significant impact

- Stock options & 401k (including match)
- Medical, Dental and Vision coverage
- You can bring your dog to work!

**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.*