

Position: Client Success Manager

Location: Philadelphia, PA

Compensation: Salary, Benefits Package

About ChargeItSpot

As modern consumers, we are obsessed and dependent on our phones. Realizing this, companies that care for their customers turn to ChargeItSpot to provide a place for people to charge their phones - all but eliminating the anxiety of the dreaded dead phone battery. Our clients include Target, Verizon, Nordstrom, Under Armour, Neiman Marcus, Bloomingdale's, and Banana Republic - to name a few. ChargeItSpot has built the most sophisticated charging network in the world and we are rapidly expanding across the globe.

At ChargeItSpot, we value dedication, flexibility, and a tenacious attitude. Our startup environment requires independent thinkers and is ideal for people who can roll up their sleeves and get things done. We obsess over details and always go the extra mile for our clients. Our focus is fierce, but it's not all hard work. We hold weekly happy hours, monthly team events, and twice a year we retreat to the mountains for a weekend of R&R as a team. Check out our **Core Values** to learn more.

Position Overview

ChargeItSpot is looking for a data magician with an eye for design to join our team as a Client Success Manager. The CS Manager will directly manage accounts and will be responsible for maintaining the highest standard of customer service. The position will pull on a variety of skills including data analytics, presentation building, store visits, marketing, and, of course, relationship building.

Responsibilities and Qualifications

- The CS Manager must be comfortable using pivot tables in Excel, but it's not just number crunching. ChargeItSpot stations gather tens of thousands of data points daily and it will be up to the CS Manager to tell a compelling and informative story for each client.
- On that note, the CS Manager should enjoy creating engaging presentations and be comfortable speaking in front of groups.
- The CS Manager should be an organized and efficient communicator – bonus points for a pristine inbox. The CS Manager will be responsible for creating agendas, leading calls with clients, actioning on take-aways, and responding to emails quickly and thoroughly.
- The CS Manager will be based in our Philadelphia office, but be willing to break out of the city of brotherly love to visit clients on occasion.
- The CS Manager must be able to observe, think critically, and innovate. ChargeItSpot has established itself as a global leader in retail technology because we hold true to our startup fundamentals.

If you have the killer combination of skills and qualities that we are looking for, please submit your resume to Michaela Fallon at careers@chargeitspot.com.

ChargeItSpot is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.