

Job Description: **Client Success Coordinator**

About the ChargeltSpot Team

[ChargeltSpot](#) is a leader in mobile device solutions. For over a decade, our intelligent locker systems have tackled real-world challenges. We started off by helping people with free and secure charging for their dying phones. Today, our intelligent, locker-based kiosk solutions are thoughtfully designed to streamline the management of enterprise-owned mobile device fleets.

At ChargeltSpot, we surround ourselves with independent thinkers who are detail-oriented, and customer obsessed. Our clients have routinely called us “the most talented team they’ve ever worked with.” We value determination, resourcefulness, imagination, and follow-through. We want people who are ready to get things done. Our focus is fierce, but it’s not all hard work. We take time to get to know each other through a daily game of Jeopardy, meals together, and nights out for karaoke. We operate a hybrid work model, with most team members working in the office a couple of days a week, and the rest remotely.

Want to know more about our company? Check out our [core values](#)!

About ARC®

ChargeltSpot’s flagship product, [ARC](#), is an intelligent device management system designed to secure, track, and charge company-owned handheld devices that employees use to do their jobs (e.g. package scan, inventory check, mPOS, etc.). ARC exists to reduce the number of missing devices, recover lost productivity, and eliminate wasted payroll consumed by managers and associates.

About the Role

ChargeltSpot is looking to bring on an organized and detailed Coordinator, Client Success. The successful candidate will possess a unique combination of a project management mindset, strong communication skills, powerful documentation dexterity, and detailed execution skills. This is a diverse role that requires a natural ability to multitask in a dynamic, fast-paced environment. Projects will vary from coordinating logistics with our Operations team, to relaying feedback and client requests to our Product team, to assisting in conversations and materials for our Sales team. This is truly a cross-functional, inter-departmental role that is always laser focused on creating an unrivaled client experience. The role will be predominately focused on standardizing

practices and processes for the Client Success team while producing and maintaining excellent documentation of client details, requests, and deliverables. This role will work closely with all members of the Client Success team and other departments at ChargeltSpot so the successful candidate must be comfortable communicating routinely with clients and internal stakeholders alike as a liaison.

Responsibilities

- Organize and manage client and internal project information, tracking client history, status, and upcoming needs.
- Attend and document key takeaways from client and internal meetings, ensuring clear follow-up actions. This includes assisting in preparing agendas and gathering essential materials for meetings and discussions.
- Maintain organized communication, responding promptly to emails, scheduling meetings, booking travel, and managing shared documents and calendars.
- Provide occasional executive assistant support to the SVP, Client Success.
- Work cross-functionally with the Sales, Operations, and Product departments.
- Bring a proactive, problem-solving mindset to contribute to process improvements in a startup environment.
- This role is primarily based in Philadelphia, with occasional travel for client visits and trade shows.

Qualifications

- Excellent communication skills – written, verbal, and social
- Unparalleled organization abilities – must multitask in a rigorous environment
- A project management focus (PM experience is a plus)
- Dedication to the importance of details and follow-through
- Keen ability to extrapolate and delegate action items gleaned from internal and client meetings
- Ability to quickly pivot between projects and adapt to changing priorities
- Eagerness and curiosity to learn in a fast-paced environment
- Bachelor's Degree or equivalent working experience

Location

We are headquartered in Philadelphia, PA, but have moved to a hybrid work environment – so long as the successful candidate works on East Coast business hours. Initially, we ask that the candidate spend 2-3 days per week in the office as part of their onboarding. Following onboarding, the candidate must commit to the CS team's weekly in-office day. Periodic travel to the office and to meet with clients/prospects is expected.

Benefits

- Health, dental and vision insurance
- Health Care FSA
- 401k plan with matching company contributions
- Paid time off
- Hybrid environment

If you have the unique combination of skills and qualities we are looking for, please submit your resume and a cover letter expressing your motivation to apply to this position to careers@chargeitspot.com.

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