

Job Description: **Director, Client Success**

About ChargeltSpot | ARC

[ARC™](#) is a division of ChargeltSpot, working to build an unrivaled ecosystem of enterprise solutions that solve real-world problems in mobile device security, charging, and management. ARC is a device management solution that stores, secures, tracks, and charges company-owned handheld devices that employees use to do their jobs. With ARC, companies reduce device shrink, recover lost productivity, and eliminate wasted payroll consumed by managers and associates.

At ChargeltSpot / ARC, 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.

Check out our [core values](#) to learn more!

About the Role

Our small-but-mighty team is looking for an experienced leader who is passionate about onboarding clients and developing repeatable training programs. The Director, Client Success will be responsible for training hundreds of teams that are introducing ARC kiosks into their locations, and will be responsible for creating scalable training programs to educate and support these teams as ARC becomes a part of their workflow.

The Director will not only lead client onboarding but will represent ARC / ChargeltSpot at conferences and trade shows, sharing ARC’s value propositions with prospective buyers. The successful candidate will serve as a leader within our team, working closely with our Senior Vice President, Client Success.

Role Responsibilities

- **Training Program Development:** Design and develop comprehensive training programs for new clients, working cross-functionally with internal teams to ensure consistent messaging and collaborating with store managers to tailor our materials to best serve their teams.
- **Training Delivery:** Plan, organize, and conduct engaging and interactive online training sessions that provide customers with a safe space to learn about our product.

- **Training Materials:** Create and update training materials, including presentations, manuals, workbooks, and online resources, and ensure that they are user friendly. Translate the technical aspects of our product to non-technical professionals.
- **Customer Support:** Provide personalized support to customers, addressing all questions and tailoring responses to address the specific needs of our clients.
- **Evaluation and Improvement:** Gather feedback from users, track training outcomes, and continuously improve training programs to enhance effectiveness and customer satisfaction. Collaborate with management to identify opportunities for process improvements and enhancements in customer success.
- **Future Customer Development:** Participate in opportunities that foster strong relationships with potential customers by attending and helping to plan our presence at conferences and trade shows.

Qualifications

- 6+ years of relevant management and training experience.
- Bachelor's degree in a related field or equivalent practical experience.
- Works independently, thinks three steps ahead, and demonstrates the ability to confidently make decisions that result in the best outcome for the company and its people.
- Detail-oriented: Ability to manage a portfolio of clients at various stages in the training/ onboarding process.
- Proven capability to work with leaders including C-suite executives.
- Experience creating content using Adobe or other creative platforms to develop training materials, handbooks, and client information sheets.
- Ability to think strategically, creating your own metrics and strategies to achieve your goals.
- Strong communication, presentation, copywriting, and design skills, capable of developing concise communications to clients that are instructive and useful.
- Excellent people and problem-solving skills.
- Willingness to travel up to 25%.

Preferred Qualifications

- Prior experience in customer training or coaching, preferably in a similar industry or sector.
- Strong knowledge of adult learning principles and instructional design methodologies.
- Prior leadership/management experience.

Location

We are headquartered in Philadelphia, PA, but have moved to an office-optional work environment – so long as the successful candidate works on East Coast business hours. As a company that values the opportunity for employees to be together, candidates within a commutable distance are preferred, and period travel to the office is expected. Remote candidates will be considered if they are willing to travel to the office for the first three months. You must be authorized to work in the United States.

Benefits

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

Check us out at www.chargeitspot.com and www.experiencearc.com

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**.

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.