

Account Manager / Client Success Specialist (Telecommuting Opportunity)

Pittsburgh based Identified Technologies is the fastest growing drone company on the east coast and is seeking a talented, part-time Client Success Specialist to join our team. Successful candidates will be enthusiastic, able to work independently as well as part of a team, and have strong initiative and communications skills. The position includes a **flexible 15-25 hour a week schedule and the option of primarily working from home**, making it particularly appealing for students and stay at home parents.

Identified Technologies is putting an end to late and over budget construction projects, by giving managers continuous job site visibility to empower fast, informed decisions. Inc., TechCrunch, NBC, CNN, UAS Magazine, Next PGH, and the PGH Tech Council have featured the company for their precision 3-D project maps captured 200x faster than leading alternatives. We hope you'll be a part of our fun, fast growing startup team.

Responsibilities

Key contact managing client relationships. Responsible for client satisfaction, retention, and service growth. Candidate will learn our processes and client needs, build plans to ensure clients maximize their value, provide training and support, and work interdepartmentally to resolve client issues and improve processes. **Training time is fully compensated.**

Requirements:

- Customer service experience to consistently and effectively address diverse client needs
- Strong communication skills. Will teach and assist customers on how to use our services in various formats (guides, email, phone, webinar, in-person, etc.)
- Perceptive listener. Diplomatic skills, including a knack for building trust, bridging understanding gaps, resolving conflict, and cultivating relationships
- Strong computer and technical skills
- Extremely organized and detail oriented
- Demonstrated problem solving and project management skills
- Archive customer product feedback and communicate with product management to shape product roadmap development
- Must be based in the Pittsburgh area. You'll primarily be able to work flexible hours from home but will still need to occasionally come to the office for team meetings
- We are growing quickly. If you are ambitious and get strong results you will have the **option of transitioning to full time work and leading the client success team**

Preferred Qualifications

- Extensive Project Management or Client Management experience
- Business, Marketing, or Communication degree or equivalent experience
- Experience with GIS, construction, civil engineering, energy, and/or mining

Applications/Questions? Please e-mail RZhang@IdentifiedTech.com with the subject line "Client Success Specialist – Lastname, Firstname". Learn more @ IdentifiedTech.com