



About SuiteHop

SuiteHop is a curated marketplace exclusively dedicated to luxury suites and premium seating options across stadiums, arenas, and top entertainment venues nationwide. We enable customers to easily browse, book, and enjoy VIP experiences whether that's a luxury suite for a big game, premium seats at a concert, or corporate event hospitality.

Position Summary

As the Customer Development & Social Media Manager, you will play a pivotal role in expanding SuiteHop's brand reach, accelerating revenue growth, and nurturing meaningful customer engagement. You'll drive business development and lead generation efforts while owning the social media strategy to build brand awareness, cultivate community, and support sales objectives across key digital channels.

This hybrid role is ideal for a self-starter with a passion for sales, digital marketing, and luxury/hospitality experiences. We're looking for someone who thrives in a fast-paced environment and is ready to elevate SuiteHop's voice in the marketplace and support our customers.

Key Responsibilities

- Lead generation & pipeline growth
- Customer support
- Social media content creation

Required Skills & Qualifications

- Strong communication (written & verbal) and interpersonal skills
- Customer first mindset: comfortable with outreach as well as troubleshooting
- Excellent customer service orientation: detail-oriented, proactive, problem solver
- Ability to multitask and manage projects/events with multiple moving pieces
- Organized and reliable with good time management
- Tech-savvy: comfortable with CRM tools such as Hubspot as well as navigating social channels such as LinkedIn, Meta, and TikTok

Preferred Experience

- Experience in sales development, customer success, or event coordination

- Familiarity with the live events, hospitality, or sports & entertainment industry is a plus
- Experience with high-touch customer service or premium clientele
- Proven ability to manage multiple priorities and deliver results in a dynamic, entrepreneurial environment.
- Strong organization, curiosity, and drive to innovate

Work Schedule & Logistics

- While this role is fully remote, it may entail a hybrid schedule during onboarding.
- Weekend availability is required, as many events and peak customer support will occur on Saturdays, Sundays.

What You'll Gain

- Hands-on experience at a fast-growing company in premium events / hospitality
- Exposure to both service & sales sides: you'll see deals from lead generation all the way through delivery
- Opportunities to grow into more senior sales development or lifestyle marketing roles
- Being part of creating memorable high-end experiences for clients

Compensation

- Total compensation range: \$45,000 - \$60,000