



Position Title: Principal, Customer Success (Government and Corporate)

About Alethea Group

Founded in 2019, with the mission to protect the truth, Alethea Group detects and mitigates instances of disinformation and social media manipulation to help clients navigate the new digital reality. We protect clients from the threat of disinformation that targets brands, reputations, employee safety, or financial bottom lines through our industry-leading investigation and remediation services.

Position Summary

Alethea Group is seeking a Principal, Customer Success (Government and Corporate) to join its team. In this role, you will be responsible for leading disinformation-related training, briefing, and other analytic engagements directly with customers in the government and corporate spaces. This is a direct customer-facing role with significant project and customer management responsibilities in addition to requiring seasoned analysis skills. The role also involves supporting business growth through the identification and development of new opportunities in the analytic training and briefing space and leading on the development of new analytic products.

Responsibilities Include:

- Partner with customer stakeholders in the government and corporate spaces to understand their training and analysis goals and own the development and execution of customized analytic solutions to those needs.
- Design and deliver sophisticated disinformation training programs and analytic briefings.
- Manage and prioritize multiple investigative projects and other tasks concurrently, including scope, budgets, and timelines of client projects and deliverables.
- Lead client relationships, including day-to-day management, scheduling, participating in client meetings, and briefing analytic findings succinctly.
- Identify and develop opportunities to provide new analytic products and services to existing clients.

About You:

- At least six years of customer success, account management and/or training delivery experience in complex research or analysis, including extensive experience within the disinformation field (or adjacent).
- At least two years of experience developing and delivering training to a variety of audiences and various levels of management within government and/or corporate entities.
- Demonstrated subject matter expertise in esoteric research areas as they relate to the disinformation threat.
- Experience developing topics for and managing research, intelligence, and open source products.
- Experience in qualitative and quantitative OSINT research, including prior work experience analyzing social media data and other data in the digital domain.
- Experience producing high-quality written products that are succinct, logically structured, visually appealing, and tailored to the audience.
- Experience briefing decision makers orally and in writing on complex and disparate findings, with a demonstrated ability to deliver key messages with clarity, confidence, and poise.
- Experience managing customer relationships, expectations, and project scoping in a research and analysis context.

- Excellent written and verbal communication skills.
- Ability to think strategically, see the big picture, and when necessary act independently and decisively in alignment with the team's best interests and the organization's goals.
- Business acumen, including the ability to recognize and develop business opportunities to provide new analytic products and services to existing clients.

Compensation and Benefits

- Salary and stock options are negotiated based on experience.
- Healthcare at the gold-tier level, dental, and vision is fully funded by the employer. 50% of dependent coverage is provided by the employer.
- Unlimited vacation and sick leave, including office closure between Christmas and New Years, and extended holidays at Thanksgiving and the 4th of July.
- Employer sponsored 401k with a 3.5% match.
- Remote-first role, with the ability to work anywhere in the United States. Headquarters is located in Washington, D.C.

Alethea Group welcomes talent from all backgrounds, experiences, perspectives, abilities and walks of life. We strive to create an inclusive and diverse workforce, providing a supportive environment for all employees. Kindness is one of our core values. We strongly encourage you to apply even if you don't meet every qualification. Come as you are and learn about the exciting opportunities on our team.

Please note that applicants must reside in the United States to be considered for this position.

Our office is remote during the COVID-19 pandemic, and will reopen once public health officials have determined it is safe to do so. At that time, staff will have the option to work from our Washington, D.C. office.

Alethea Group is an equal opportunity employer that encourages people of all backgrounds, genders, ethnicities, abilities, and sexual orientations to apply. We are committed to being an inclusive place to work, while maintaining a workforce that represents the communities we serve.