

NEW CLIENT TRAINER / PROJECT MANAGER

Compensation: \$18 – 22 / hour (about 20-25 hours each week)

About MobileIQ

<http://www.gomobileiq.com>

MobileIQ, Inc. is a small and rapidly growing software (SaaS) company that develops route planning applications for companies making local deliveries. We're located in Louisville at the Colorado Technology Center near 95th and Dillon Road.

Job Description

We're expanding our consulting work with industrial laundries around the country and need help with client training/project management/customer support for new and existing clients. It's crucial to have a straightforward, accessible training program to get new clients up to speed quickly and to give them a "road map" of their project.

This person will act as the "On Ramp" contact for new Headlight subscribers and consulting clients. The majority of training and support is delivered through email, phone, webinars and online tutorials, so little or no travel is expected.

For consulting projects, you'll also develop the project schedule with deadlines, schedule training sessions, answer client questions and provide project status updates to the company president.

Your job responsibilities include:

- **Account Setup:** Assist Headlight Route Planner subscribers with account setup; direct them to online training resources; answer basic questions about using the software; report software problems (bugs); provide user feedback for developing new features and marketing campaigns.
- **Training Programs:** Create, implement and deliver weekly training programs for Headlight subscribers and consulting clients; develop and create course curriculums; publish online tutorials to explain and promote new Headlight features.
- **Project Management:** For companies doing route balancing projects, educate clients about how their project will proceed and project timelines; answer inbound calls and emails about the project; answer basic "Level One" support questions (e.g. "I forgot how to log in"); make outbound calls to make sure clients are completing tasks needed to keep the project on schedule; assign with internal project implementation tasks.

The position is expected to require 20-25 hours per week and may grow from there. We're open to a flexible schedule, but it has to be fixed – same work days and times each week.

You'll be paid every two weeks as an hourly W-9 contractor. MobileIQ will not withhold or pay any taxes for you and will not provide any additional benefits. There is an opportunity for this to grow into a full-time position with benefits for the right person.

Essential skills

Comfortable working in a small, open office setting; strong written and verbal communication skills; detail oriented; ability to juggle multiple projects; excellent MS Word and Excel skills (which will be tested!); Windows familiarity is mandatory, but Mac skills are a big plus; fond of big, friendly dogs named Roi.

Our office is located in Louisville and we really want a local person (e.g. Boulder, Louisville, Superior, Westminster, Broomfield), not someone commuting from Castle Rock, south Denver or further away.

Hiring process

1. Provide resume & writing sample (See "Applying for this position" below).
2. We will contact all qualified candidates and ask you to complete a short project (1-2 hours). Project details will be provided at that time. Everyone who completes the project will be paid \$25.
3. We'll schedule in-person interviews with 3-5 candidates who complete the project.

Applying for this position

Before you send anything, please go to our website (<http://www.gomobileiq.com>) to learn more about MobileIQ. If you're still interested in the position, email Tanya Sciora with the following information:

- A current resume and/or description of relevant job experience.
- Work hour preferences and availability.
- A creative writing sample. Communication skills – particularly written – are crucial to this position. Give us a short writing sample (300 - 500 words) on any subject you are passionate about or think would be interesting to discuss.
- Any published tutorials, training programs, blog posts, photo galleries, creative writing or similar work you may have done in the past 2-3 years. This can be either professional or personal, but please don't send links to your Facebook account.
- Any initial questions you might have.

Thanks for your interest in MobileIQ!

contact: Tanya Sciora

email: tanya@gomobileiq.com