MUNIRevs
CAPTURE EVERY DOLLAR

Lodging Portal Business Support Specialist

Job Overview:
This position serves as the lead point of contact for all business subscribers in each state's lodging tax portal. The position reports to the National Lodging Tax Portal Product Manager.

The Single Filing Portal provides the capability for businesses to submit sales and lodging tax forms and payments with multiple jurisdictions through a single file upload. For sales tax, the portal is currently used in Colorado and Alaska. MUNIRevs will offer the portal for lodging tax in early 2021, starting with the following states: Colorado, North Carolina, Georgia, Texas and California. While the system uses a common code base, each state is slightly different in the collection of lodging tax.

Product Knowledge
The Business Subscriber Support Team will become a highly proficient user of the Portal. This expertise will assist this role in providing the most knowledgeable and timely support to the business subscriber. This will include:
- Understanding the process for a business from start to finish, including:
  - Upload Process by various file formats
  - Historical review of forms in the Business Center
- Understanding the process for a city / county from start to finish, including:
  - Delivery methods of tax funds and tax returns
    - Paper disbursement process via our print & mail delivery option (via API to a mailing service)
    - Electronic receipt via secure login to the Portal
  - Other feature requirements for this user group including reporting.
    - Measuring new revenue disbursed by the Portal to the jurisdiction is a key reporting function that this position is responsible for ensuring is easily understandable to show value to the jurisdiction.

Support
The Business Subscriber Support Team are the primary contact for the business taxpayers of the system:
- Business Users
  - We estimate there will be approximately 40 business users of the system. These users are VIP filers in that they are subscribers to the product which is in contrast with other MUNIRevs site business users who use the system at no cost.
  - As subscribers, it is important that we not only provide the level of stellar support that our users are accustomed to, but that we also listen to this user group closely to ensure that we are adding features on our product roadmap to best meet their needs and to retain them as customers long term.
    - The department will perform outreach to check in with business subscribers in addition to handling inbound ticket requests from these users to ensure continual and frequent communication is occurring with these key users.
  - This support specialist will be responsible for implementing the onboarding process for each state, as developed by the National Lodging Tax team. This position will have an opportunity to work with the Product Manager to develop the optimal onboarding process and training

materials to help ensure that the business has the best experience from their very first remittance with the system.

- o This position will help create procedures and other content, such as video tours to publish in the Portal to guide business filers easily.
- o The support specialist will conduct training sessions for all users supported. Most of the trainings will either be via Zoom live meetings or via recorded webinars that can be published on the product site in the help content library. In person presentations or trainings are not anticipated at this time for this position.
- Support hours will be staggered to ensure that we can provide business hour support for both East and West Coast jurisdiction or business users. The National Lodging Tax Product Manager will work with the Business Subscriber Support Team on scheduling this staggered coverage.

Requirements:

1. Solid software application experience with the below or strong aptitude to quickly learn and effectively use:
   a. MS Office, particularly Microsoft Excel
   b. Adobe PDF Pro, Power Point / Presentation Software (for demo and training materials)
   c. Online interfaces (for our online ticketing system and App)
   d. Ability to learn Dropbox
   e. Zoom (for online demos and training with customers, as well as internal meetings)
   f. Database systems / data relationships
2. Accounting / Business background, with the ability to balance and understand accounting transactions. Ideal candidate would have some experience with accounting software and reports (i.e. QuickBooks)
3. Understanding of data files and mapping such as XML files, Excel and impeccable attention to detail to ensure programming inputs and outputs are inspected and analyzed properly for programming iterations & client delivery.
4. Ability to understand XML files or other similar file formats for detailed testing is a crucial aspect of this job.
5. Superb organizational skills with a strong ability to manage documents and task list
6. Capacity to respond to emails and support tickets timely while also managing an extensive task list with deadlines
7. Ability to manage multiple implementations (business or city) at once – requires organization and communication skills
8. Tenacity to work hard on understanding complex or technical processes
9. Skilled on knowing when to escalate problems to the Product Manager
10. Outstanding customer service and ability to really listen to the customer
11. Capacity to listen carefully to our clients to identify ways we can improve the software based on their feedback
12. Ability to communicate, present and influence people at all levels of an organization, including programmers and technical business or agency users.
13. Ability to provide a dedicated, friendly and professional level of customer service to customers and their businesses to ensure long term customer relationships with MUNIRevs.
14. Proven ability to juggle multiple accounts / customer projects at a time, while maintaining sharp attention to detail
15. Strong verbal and written communication skills
16. BA/ BS degree in Accounting or Business Administration, preferred.

Benefits

Full time employees with MUNIRevs are eligible for the following benefits after 90 days of full time employment:

1. Paid Time Off (Holidays plus 2 weeks paid vacation / year)
2. Health Insurance for employees and option for employee paid coverage for dependents.

For salary information, please email us at jobs@munirevs.com.

How to Apply

Please send cover letter and resumes to jobs@munirevs.com.

Location of Position / Applicant

Remote positions are accepted. We also have an office in Durango, CO.