Lodging Portal Jurisdiction Support Specialist

Job Overview:
This position serves as the lead point of contact for all city / county 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 Jurisdiction 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 city / county 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 Jurisdiction Subscriber Support Team are the primary contact for the city / county users of the system:
- The jurisdictions for each state portal will be able to receive the tax forms and funds in two formats: 1) print & mail format (via API with a mailing service) or 2) via electronic delivery and logging in to the system.
- These cities are VIP users of the system as well because:
  - We believe they will also be subscribers to the electronic delivery format of the Portal and will see value in both the delivery and the new revenues we will be providing to their community.
  - They are all possible customers of the MUNIRevs and LODGINGRevs product suites. As such, the Product Manager will work with their support team for these jurisdiction users to ensure that there are continual and effective communications with the Sales & Marketing Department to pursue opportunities with the cities & counties using our national lodging tax system.
  - The department will focus on outreach to these users in addition to inbound support requests, as necessary, to be sure we cultivate our relationship with these users.

- 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 Jurisdiction Support Team on scheduling this staggered coverage.

Documentation

The Account Manager will create user manual type content that will be published in the Portal to assist in user questions and to minimize support requests. The goal is to ensure that the system is as easy to use as possible without the need for a lot of support interaction. Documentation is a key way to do this.

Training

The Account Manager will conduct training sessions for all users supported, including businesses that are not directly supported by the Account Manager position in the notes above. 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.

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. Capacity to respond to emails and support tickets timely while also managing an extensive task list with deadlines
3. Ability to manage multiple implementations (business or city) at once – requires organization and communication skills
4. Ability to recognize when there is a sales opportunity with a jurisdiction and take the appropriate action to loop in the sales team
5. Skilled on knowing when to escalate problems to the Product Manager
6. Outstanding customer service and ability to really listen to the customer
7. Capacity to listen carefully to our clients to identify ways we can improve the software based on their feedback
8. 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)
9. 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.
10. Ability to understand XML files or other similar file formats for detailed testing is a crucial aspect of this job.
11. Superb organizational skills with a strong ability to manage documents and task list
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.