



Lodging Portal Product Manager

Job Overview:

This position oversees the overall product operations of each statewide lodging tax portal nationally.

The Single Filing Portal provides the capability for businesses to submit sales or 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.

This position will be trained by the Director of Product to ensure they fully understand the rules in each state. This position must ensure that the state's system launch is completed timely and accurately, and that the Business Support Managers and Account Managers understand the tax rules and system functionality to best support the businesses and city/county subscribers.

Product Knowledge

The Product Manager will manage all support needs of the Portal for each state.

- 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.
 - Working with the Product Director on revenue models for the value of electronic delivery for each city / county in each state.
- Product Roadmap & Maintenance
 - The Product Manager will work with the Director of Product and Engineering department to manage any bugs or new features.

Support

The Product Manager will manage the support staff for the users of the system. There are two user groups, and two support focus's accordingly.

- 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.
- The Product Manager will work with the Director of Product, and the engineering department, to develop the best on-boarding process for each new business subscriber as the state system becomes available to ensure the optimal experience with their first tax remittance from the system.
- Jurisdiction Users
 - 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.
 - The Product Manager will work with the Director of Product, and the engineering department, to develop the best on-boarding process for each new city / county user as the state system becomes available to ensure the optimal experience with their first tax receipt from the system.
- Support Tool Set Up & Maintenance
 - The Product Manager will work with the Director of Product to set up a dedicated ticketing system for their support team, along with a dedicated virtual phone number and email accounts.
 - In setting up these systems, planning will be considered as to how support tickets and data can be readily shared with the sales & marketing team for jurisdiction users to provide lead data to that team for sales.
 - 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 Director of Product will establish Service Level Agreements for first response time and average resolution time, and number of voicemails for the support team to ensure we are setting and meeting goals to deliver stellar support.

Documentation

The Product Manager and their team 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, with proper documentation. This content may be in video format, step by step PDF or even

interactive tutorials, as determined by the Product Manager and Director of Product to achieve the goals of this product rollout.

Training

The Product Manager and their team may 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.

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. Detail oriented regarding the technical aspects of the software, and a big picture thinker when designing the functionality of the product
3. Capacity to listen carefully to our clients to identify ways we can improve the software based on their feedback
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. A focus on customer service – our customers are our biggest advocates
6. Experience with documenting new features for both internal and external audiences
7. Ability to manage multiple implementations (business or city) at once – requires organization and communication skills
8. Experience managing an implementation team and team of developers
9. 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)
10. 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.
11. Ability to understand XML files or other similar file formats for detailed testing is a crucial aspect of this job.
12. Superb organizational skills with a strong ability to manage documents and task list
13. Ability to communicate, present and influence people at all levels of an organization, including programmers and technical business or agency users.
14. 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.
15. Proven ability to juggle multiple accounts / customer projects at a time, while maintaining sharp attention to detail
16. Strong verbal and written communication skills
17. BA/ BS degree in Accounting or Business Administration, preferred.

This is a salaried position and may require more than 40 hours per week.

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.