



Conversion Specialist

About MUNIREvs | LODGINGREvs:

Launched in 2011, MUNIREvs | LODGINGREvs is a cloud-based software company that automates the collection of sales, lodging and other tax payments for jurisdictions across the nation. We provide support to business users and jurisdiction users, helping to process millions in paperless revenues for our clients. We excel at providing stellar customer service and effective solutions.

Job Overview:

The number of clients for whom we provide vacation rental compliance and tax collection is growing quickly, and we are hiring a Conversion Specialist to manage the data implementation for our clients. We have many very happy clients and are always looking for innovative ways to meet their tax and compliance needs.

Key Responsibilities:

The Conversion Specialist is the primary point of contact for MUNIREvs clients during conversion and is responsible for ensuring the timely implementation and building of the MUNIREvs site to meet the client's go-live date. The position requires the Conversion Specialist to:

- Lead the Kickoff Meeting, including researching the client and preparing an agenda
- Schedule any follow-up meetings with the client to go over questions on the data
- Conduct weekly check-in meetings with the client project management team
- Communicate with the client on open items
- Use the MUNIREvs Asana project management template to manage the implementation
- Work in Excel with large amounts of business, parcel or transaction data
- Coordinate with developers or use tools to create the site
- Build permit/license/registration workflow in MUNIREvs
- Communicate tax form requirements (calculations, rules) to developers
- Contribute by testing the workflows and tax forms to make sure they are working as expected
- Work with the Account Manager to write up procedures for client
- Conduct weekly UAT meetings with client prior to go-live
- Lead the city staff training
- Manage a multitude of client onboarding tasks, ensuring successful and timely completion of each project
- Become an expert on the MUNIREvs system and train customers with varying levels of sophistication
- Identify and drive efficiency in the onboarding process by developing best practices and process improvements on an ongoing basis
- Advocate and assist in the prioritization of new customer features and product enhancements, and collaborate with the Product Director to identify short-term solutions

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

Qualifications:

- Project management skills to ensure timely implementation
 - Ability to manage multiple conversions at once
 - Time management and communication skills
- Demonstrable experience managing a customer relationship
- Solid software experience with MS Office, particularly Microsoft Excel
 - Familiar with vlookups, pivot tables, text to columns, etc.
- Ability to see relationships in data and visualize how to use data to build the MUNIREvs site
- Able to learn basic HTML
- Impeccable attention to detail
- Strong verbal/written communication skills and excellent customer service
- Comfortable with both working through data in Excel and communicating with client
- Impeccable references a must
- BA/BS degree in Accounting (*preferred but not required*)
- Ability to maintain appropriate confidentiality (*confidentiality agreement required*)

Compensation:

The salary range for this position is \$55,000-\$65,000 (DOE) plus a commission structure.

Benefits:

Full-time employees working more than 30 hours per week with MUNIREvs | LODGINGREvs are eligible for the following benefits after 90 days of employment:

1. Paid Time Off (including Holidays, PTO, Sick Leave and Maternity/Paternity Leave)
2. Health Insurance for employees with option of employee-paid coverage for dependents
3. Contributing to the MUNIREvs | LODGINGREvs team and customer success in a rapidly expanding company within a high-growth industry.

MUNIREvs | LODGINGREvs is at an extremely exciting stage and this position offers a unique opportunity to contribute to, and benefit from, the growth that is in store in the coming years.

Location:

Experienced remote professionals will be considered. Preference will be given to those with the ability to work in our Durango, CO office.

How to Apply:

Please send a cover letter and resume to jobs@munirevs.com.

Equal Employment Opportunity:

MUNIREvs | LODGINGREvs is committed to preserving a company culture of inclusion and connectedness. As an equal opportunity employer, we strive to ensure that our place can be anyone's place. We hire great people with a wide variety of backgrounds because it makes our company stronger.

Our company celebrates the unique contributions that our employees and our customers bring in terms of education, opinions, culture, ethnicity, race, sex, gender identity and expressions, age, veteran's status, color, religion, disability, sexual orientation and beliefs. We thrive on diversity for the benefit of our employees, our products and our communities.