



MUNIRevs Support 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:

MUNIRevs Support Specialists serve as the lead point of contact for all businesses filing with our online system. This means assisting businesses with anything from registering to amending tax returns.

1. Accessing Website
2. Email Delivery
3. Technical problems with the computer
4. Account information such as frequency and setting requirements
5. Amendments

In addition to ongoing support, Support Specialists also perform administrative functions, including but not limited to:

1. Creating and/or updating system procedures in our online help system to assist in user support questions.
2. Excel functionality, including reviewing and formatting data for import, balancing data, or performing analysis using VLookup functions.
3. Creating procedures, checklists and related documents or forms for operations, including support, conversions or other key functions.

Requirements:

1. Solid software experience with MS Office, particularly Microsoft Excel
 - a. Must include strong experience with VLookup and pivot tables
 - b. Online interfaces including ticketing system, email, chat functions
2. Bachelor/Associate Degree in Accounting, Business, or Finance
3. Customer service experience
4. Accounting system experience: Quickbooks or other
5. Superb organizational skills with a strong ability to manage documents and task list
6. Proven ability to juggle multiple tasks at one time, including multiple support tickets
7. Proven self-management skills to complete projects (i.e., Excel data conversion) within deadline and with absolute accuracy with little supervision
8. Strong verbal and written communication skills

9. Impeccable references a must.
10. Confidentiality Agreement Required.

Compensation:

\$21/hour with a performance dependent review bump to \$23/hour after 90 days.

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. Hiring shifts are below regardless of employee location/time zone:

1. Monday-Friday 9am-6pm MST
2. Sunday-Thursday 8am-5pm MST
3. Tuesday-Saturday 8am-5pm MST

How to Apply:

Please send a cover letter, resume, and two professional references to kyra@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.