

# JODY MOORE COACHING

## Technical/Customer Support Specialist

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### JOB DESCRIPTION

**Reports to: COO**

### OVERVIEW

Jody Moore Coaching is looking for a remote, part-time, technical/customer support specialist to help us take exceptional care of our growing number of clients. You'll work closely with our COO to carry out the technical/customer support efforts.

### ABOUT OUR BUSINESS

Jody Moore Coaching provides life coaching with Latter-day Saint values. Through our podcast, our monthly coaching membership, our Master's program, and our Advanced Coaching certification we help people overcome challenges, improve relationships, achieve goals, and grow in every area of their lives.

### ABOUT JAKE MOORE

Our COO, Jake Moore, is a husband and father of four. Before joining his wife Jody in her coaching business in 2017, he spent 9 years in healthcare management operating Skilled Nursing Facilities in California, Utah and Idaho. Before that he spent 6 years as a product designer working for product development firms. Jake enjoys working on the nuts and bolts of the business operations to help deliver Jody Moore Coaching's offerings in a simple and seamless manner.

### WHAT IT'S LIKE TO WORK WITH US

#### **Live Anywhere**

Our team is spread across the US, from Washington to Utah to Arizona to Ohio. As a technical/customer support specialist, you'll be able to live anywhere in the US or Canada.

#### **Schedule**

As our technical/customer support specialist, working hours in customer/technical support are Monday – Friday, 1pm -5 pm Pacific Time. You will also have a weekly team meeting Mondays at 9 am Pacific time, as well as periodic check-ins with Jake and other members of the team, so you'll need some availability during business hours (US Pacific Time).

## **Friendly Team**

We like each other. We enjoy spending time together. We're laid back. It's a great group of people. We like to have fun. We insist on it. We believe if we're not having fun we shouldn't be doing it.

## **Rapid Growth**

We are in a state of rapid growth and therefore we move fast. We make changes quickly and we aren't afraid to try new things even if we fail along the way. We know to achieve our goals we must be flexible and adaptable.

## **DESCRIPTION**

As a technical/customer support specialist, you will help to provide support services that align with our company's goals and values.

You will be the one that makes sure our customer support questions and requests are answered and resolved according to our company policies and values and within our outlined timeframe. You will help our customers troubleshoot technical issues they may be experiencing and coordinating with other team members to help answer customer questions and request.

As an online coaching program, we deliver our services through technology. Our clients have varying ranges of comfort and understanding when it comes to using technology and it is our goal to make it as simple to use as possible. Sometimes our clients need help understanding how to use the site and sometimes there are tech issues that our clients need help from us to resolve. Either way, we are here to help troubleshoot any issues so they can access our services.

With your insight from the help provided to our customers, providing Jody Moore Coaching feedback on internal systems and automations related to delivery of our services will help improve the overall experience and efficiency of our workflow.

We deliver support in a kind and respectful manner, regardless of the response we receive.

We use Wordpress and Ontraport for our website and to deliver our services. Though you don't need to be an expert in these platforms or a developer level computer genius, you do need to be comfortable working with computers and navigating the backend of a website and customer relations management software.

## YOU ARE THE IDEAL CANDIDATE IF:

### **You're a great communicator.**

You consider yourself a world-class listener. You often find yourself translating for friends and family, ie "No, what she means is..."

You ask great follow-up questions. You're patient and confident in all your interactions. You're humble enough to know everyone mis-communicates and misunderstands sometimes--even you. So you're willing to kindly and patiently repeat yourself when necessary. And you're confident enough to speak up when you don't understand.

You're also great in written communication, and you recognize that written communication is the easiest to get wrong. So you take extra time to make sure the content and emotion of your communications are as clear as possible.

### **You thrive on autonomy.**

We are the opposite of a micro-manager. Once we hire you, we trust you do your work without supervision and without much follow-up. And you'll have to never misinterpret our trust as indifference. We cares about the work getting done, but we will not be over your shoulder while you're doing it.

### **You're a...nerd.**

You'll also need to be comfortable managing technical tasks. This doesn't mean you need to be a software engineer. It does mean you'll need to ask enough questions and speak enough Nerd to make sure the solution meets our needs.

Please email your resume and cover letter to **crystal@jodymoore.com**. In the subject line of the email please include, Technical/Customer Support Specialist – (Your Name).