



moneyMINDING®  
~ results beyond the box

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## WEB SUPPORT SPECIALIST

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Our company is growing. The Web Support Specialist is a critical position requiring outward looking interaction with MoneyMinding online Customers in a Web support and communications role and inward looking to MoneyMinding Sales and marketing in keeping Customer databases up to date.

### Tasks and Responsibilities:

- Manage the MoneyMinding email Inbox and fulfill requests, redirect, file correspondence, etc.
- New Customer fulfillment, online/manual orders, mail shipments, CRM documentation
- Provide Customer Service, liaison, problem solving, assisting, etc.
- Update MoneyMinding blog, you tube, twitter, facebook, and other social media
- Ensure broadcasts of MoneyMinding communications, tips, newsletters, etc.
- Process new Marketing Partners, create new MP/Mentor file, set up affiliates, etc.
- Keep mVillage forum site content up to date, audios/video/new topics, etc.
- Create and edit autoresponders for new members
- Keep MoneyMinding web site up to date, press release, calendar, media page, etc.
- Manage MoneyMinding email database, add/delete/edit, etc.
- Schedule, set up and manage webinars, teleseminars, and other audio and visual events and recordings
- Liaison with web and technology development team
- Represent MoneyMinding in a professional & compliant manner at all times.
- Excellent communication skills. High level of motivation. Ambitious. Confident.
- Quick learner. Maintain in-depth knowledge of MoneyMinding products & services.
- Attend training to develop relevant knowledge, techniques & skills.

### Requirements and Competencies:

- Applicants must have a working knowledge of appropriate online programming languages such as ASP, PHP, XML, HTML, JavaScript, SQL and C#.
- Critical thinking skills are imperative for a Web Support Specialist. When presented with a challenge, a Web Support Specialist must brainstorm possible solutions. Troubleshooting skills are also vital to succeed.
- Ability to produce results with minimum supervision in a fast-paced environment.
- Strong communication, negotiation, interpersonal, presentation, organization & computer skills are key success indicators.
- Resilient. Stress tolerant. Goal and target driven.

**Potential Career Opportunities:** Full time member of the MoneyMinding team with additional responsibility for IT infrastructure

**Compensation:** Position is for a consultant for two days per week

**Location:** Victoria, BC, head office and virtual office