



**We are seeking an experienced Project Manager for a FULL-TIME Recruiting/Scheduling Position. This is an EMPLOYEE (NOT Contractor), fully remote (work at home) opportunity.**

**\*\* NOT accepting applicants from Alaska, Hawaii, Canada or anywhere outside the US \*\***

**OVERVIEW:** This is a pay per performance role, responsible for **CONSTANT, EXTENSIVE RECRUITING** to schedule assigned projects and vigilant, proactive, instruction, guidance and monitoring to ensure correct and on-time completion. This involves frequent cold-calling and sending a huge volume of email while answering a constant stream of questions via email, live chat and phone calls. Expectations are to work tirelessly to build rapport with contractors while successfully negotiating to meet goals. Projects must be scheduled in accordance with client requirements and company guidelines. Extensive creative problem-solving, tech support and coordination with the team and management is required.

**EXPERIENCE:** Applicants absolutely must have experience **conducting mystery shops**. At least 3 years previous **administrative or professional** experience demonstrating extensive customer service, time management, organization and excellent verbal/written communication skills is also required. **Sales or recruiting** experience is highly preferred.

**SCHEDULE:** The position requires being fully available and dedicated to work Mon-Fri starting no **later than 9am (your local time) every day** for at least 7 hours between 7am and 5pm with at least 2 hours by 11am and no more than 2 consecutive hours unavailable at a time. At least 1 hour is also required between 8-10pm along with system and email checks at least once **every 2 hours 9am-10pm**. The role involves answering calls and live chat between 9am-9pm). You absolutely must NOT have any other work commitments. **Some weekend (see below) and holiday work absolutely required.** Everyone must work 25-50% more mid-Feb to late-Mar, mid-May to late-Aug and mid-Nov to early-Jan.

**Weekend "Scheduler On-Duty" (SOD)** coverage completed entirely at home Sat & Sun 7am-9pm (Mountain) is required 1 weekend per month. This involves handling all contractor calls and live chat along with system and email checks for all schedulers. The SOD takes an extra 4 hours away on Fri and Mon of the "On Duty" weekend.

**TIME OFF:** A total of 15 total weekdays per year (no more than 9 consecutive days) is allowed per year with piece-work pay still provided (others covering). Due to seasonal demands of the business, time off is limited to no more than 5 consecutive weekdays and 10 total weekdays May 1<sup>st</sup> - Sep 15<sup>th</sup>, no more than 5 weekdays March 1<sup>st</sup>-April 15<sup>th</sup> and no more than 5 weekdays Nov 15<sup>th</sup> – Jan 15<sup>th</sup>. Time off must be approved by management and coordinated with the team.

**SKILLS:** Individuals absolutely must be **EXTREMELY DETAIL-ORIENTED** to meet client requirements and follow company procedures. Applicants must be able to multi-task constantly and balance ever-changing priorities. A high tolerance for stress and the ability to act fast with immediate urgency is necessary. Individuals need to be resilient and able to stay positive despite discouraging situations conducting the same mundane tasks repeatedly. Schedulers must be comfortable and effective using **sales and negotiation techniques** while cultivating relationships with contractors. **It is imperative to be extremely fast and proficient** with ALL the following; project/contact management systems, email, instant messaging, live chat, form completion, using multiple screens at once, uploading files and help others troubleshoot issues with all the above. The ability to learn new software quickly and autonomously is also critical. They must work well both independently and as part of a team. They must be comfortable working in a shared workspace where peers and management access their email and projects constantly. Individuals also need to be open to direction and coaching.

**TECHNOLOGY / WORKSPACE:** Applicants must have ALL the following: A reliable high-speed Internet connection, a dedicated landline phone (NOT Internet based) with headset (hands free calling), a desktop with two-monitor setup or laptop connected to two monitors with external keyboard and mouse and Microsoft Office & Outlook. A dedicated work environment that enables you to handle many phone calls each day in relatively noise free conditions is also necessary.

**COMPENSATION:** The starting pay rate is \$8-10 per shop/project completed along with paid orientation, conference calls, inbound calls and live chat handled along with other tasks. Additional hourly pay is provided if compensation doesn't meet local minimum wage requirements. Earnings potential is approximately **\$2,000-\$3,000** monthly depending upon experience, location and the number of projects assigned monthly (50-150+). Compensation varies monthly based upon business fluctuations. More projects/work may be assigned over time. There is also the potential for bonuses.

**If you meet ALL THE ABOVE experience, schedule and other requirements, send a Cover Letter AND Resume to [hr@amusementadvantage.com](mailto:hr@amusementadvantage.com) with "Scheduler Feb 2024" in the subject. No incomplete submissions accepted!**