



Amusement Advantage is looking for Independent Contractors for Project Coordinator-Recruiting/Scheduling roles. These long-term, work at home opportunities offer good flexibility and Part Time or Full Time Income.

****NOTE: NOT accepting applicants from Alaska, Hawaii or anywhere outside the US****

OVERVIEW: This role is responsible for **EXTENSIVE recruiting** as needed to fill all assigned projects, including: frequent cold calling, sending a high volume of emails and networking with other schedulers. Shops are then scheduled according to client's requirements, company needs and shopper background/demographics. Schedulers also proactively monitor their projects for issues, coordinate extensive problem-solving, keep management informed and work to ensure on-time completion of assigned shops, while answering a constant stream of questions via email, live chat and phone call.

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

AVAILABILITY: Applicants with the **MOST OPEN availability and in the Central, Mountain or Pacific Time Zones are given preference**. Applicants must NOT have any other full-time commitments. **Daily evening, monthly weekend and some holiday work is absolutely required**. *Everyone must be able to work 25-50% more mid-May to late August.*

All applicants must be able to **start working by 9am (their local time) every day (Mon-Fri)** and check emails and our project management system frequently and at least once every 2 hours until 3-4pm and **again at least once after 8pm**. Applicants must also be available as much as possible from 9am-9pm to frequently answer calls and live chat*.

**You will not answer continuously during the periods you list as available, but must be able to do so as needed.*

Weekend "Scheduler On Duty" (SOD) coverage completely at home Sat & Sun 7am-9pm (Mountain) is required 1 weekend per month. This involves handling shopper calls and live chat along with system and email checks for the entire scheduling team. The SOD is then encouraged to take an extra 4 hours away on Fri and Mon of the "On Duty" weekend.

We have a great team that is readily willing to cover for one another for time off including individual days up to week-long vacations. Because we have a significant seasonal increase in business in the summer, ALL contractors must not have any more than 10 consecutive days and 14 total days they are completely unavailable between May 10th and Aug 30th.

TECHNOLOGY / WORKSPACE: Applicants must have ALL the following: A reliable high-speed Internet connection, a dedicated landline phone with headset (hands free calling), a smart phone, Microsoft Office & Outlook 2010 or newer and a dedicated work environment that enables you to handle many phone calls each day in relatively noise free conditions. It is highly recommended to also have a tablet or small laptop and a computer with a two-monitor setup.

SKILLS: Individuals must be **EXTREMELY detail-oriented** (very important) to meet client requirements and follow company procedures. They must be comfortable working in a shared workspace where peers and management access their email and projects frequently. Applicants must be able to multi-task constantly and balance constantly changing priorities. They must work well both independently and as part of a team. They need to be open to direction and coaching. A high tolerance for stress and the ability to act with immediate urgency is necessary. Contractors 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 shoppers. **Applicants absolutely must have strong computer skills** with project/contact management systems, email, instant messaging, live chat, form completion, using multiple screens at once, uploading files and the ability to help others troubleshoot issues with all the above. The ability to learn new software quickly and autonomously is also critical.

COMPENSATION: Earnings potential is approximately **\$750-\$2,000** monthly (higher Jun-Aug), based upon the number of projects assigned monthly (50-150+). A greater number may be assigned over time. The pay rate is \$8-12 per shop completed along with paid orientation, conference calls, inbound calls and live chat handled. There is also the potential for bonuses. In addition, schedulers are encouraged to take 15 days off each year (no pay reduction). Other benefits include a great discount program through Abenity.com as well as priority scheduling on shops and occasional free tickets.

If you meet ALL requirements, send a cover letter AND a resume to hr@amusementadvantage.com with "Scheduler Feb 2022" in the subject. Please note this position will not be selected until February.