



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

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

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

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 looking to start with Part-Time hours and transition to Full-Time hours over time and who have the **MOST OPEN** availability, **ESPECIALLY BETWEEN 9-5** their local time are strongly preferred. Applicants absolutely must NOT have any other full-time commitments. **Daily evening, monthly weekend and some holiday work is absolutely required.** Everyone must absolutely be able to work 25-50% more mid-May to late August.

All applicants must be able to **start working no later than 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 9pm**. Applicants must also be available as much as possible from 9am-9pm (their local time) to frequently answer calls and live chat.

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 shopper calls and live chat along with system and email checks for all schedulers. 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 away including single 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.

SKILLS: Individuals 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 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. **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 (NOT cellular based), a dedicated landline phone (NOT Internet based) with headset (hands free calling), a smart phone, Microsoft Office & Outlook and a dedicated work environment that enables you to handle many phone calls each day in relatively noise free conditions. A computer with a two-monitor setup and a tablet or small laptop is highly recommended.

COMPENSATION: The starting pay rate is \$8-12 per shop completed along with paid orientation, conference calls, inbound calls and live chat handled. 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. There is also the potential for bonuses. In addition, schedulers are encouraged to take 15 days off each year (no pay reduction).

If you meet ALL the above requirements, send a Cover Letter AND Resume AND Completed Availability Form to hr@amusementadvantage.com with "Scheduler SPRING 2023" in the subject. No Incomplete submissions!

Amusement Advantage - Recruiter/Scheduler Availability Form

This form helps us allocate projects among schedulers and schedule resources to best meet the needs of clients and the business.

Please Note:

- * Friday's and Monday's are always critical days for scheduler coverage due to the high concentration of weekend shops
- * The more availability you can provide the more projects you will be assigned to coordinate
- * Schedulers must work at least one weekend per month as the Scheduler On Duty handling all email and calls.
- * Completely available is defined as being at home and available to answer calls, live chat and email and focus 100% on recruiting and scheduling
- * Chat and phone support limited to **9am-9pm** (your local time). Each scheduler's expected availability is no more than **10 hours total per day.**

Name: _____

Date Submitted: _____

What is the **AVERAGE** number of HOURS you would prefer to be available in a **WEEK**? _____

What is the **MINIMUM** number of HOURS you will be available on average in a **WEEK**? (NO less than 30) _____

What is the **MAXIMUM** number of HOURS you will be available on average in a **WEEK**? _____

What is the **AVERAGE** number of HOURS you would prefer to be available in a **DAY**? _____

What is the **MAXIMUM** number of HOURS you will be available on average in a **DAY**? _____

What is the **MINIMUM** number of HOURS you will be available on average in a **DAY**? (NO less than 6) _____

ALL TIMES ARE YOUR LOCAL TIME ZONE ONLY!

**Must be available for at least 2 hours between 7-11am, 11am-3pm and 3-9pm daily.
Must be able to check in every 2 hours between 9am-9pm and once after 9pm daily.**

Place an "**X**" in each of the squares for the times that you **ARE COMPLETELY AVAILABLE** to work **90-100%** of the time.

Place a "**Y**" in each of the squares for the times that you **ARE COMPLETELY AVAILABLE** to work **50-89%** of the time

	5:00 AM	5:30 AM	6:00 AM	6:30 AM	7:00 AM	7:30 AM	8:00 AM	8:30 AM	9:00 AM	9:30 AM	10:00 AM	10:30 AM	11:00 AM	11:30 AM	12:00 PM	12:30 PM	1:00 PM	1:30 PM	2:00 PM	2:30 PM	3:00 PM	3:30 PM	4:00 PM	4:30 PM	5:00 PM	5:30 PM	6:00 PM	6:30 PM	7:00 PM	7:30 PM	8:00 PM	8:30 PM	9:00 PM	9:30 PM	10:00 PM	10:30 PM	11:00 PM	11:30 PM	12:00 AM							
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