



Customer Operations & Communications Support Engineer

Pay: \$15/hr

Part Time: 20 hours/week

Job Type: Remote or in office (Jensen Beach, FL)

Overview

We are looking for a technology focused self starter to join the team at RingRoost in a part time capacity. RingRoost is an up and coming communications startup owned and operated by Amford Media LLC. Working with RingRoost you will have the opportunity to learn how to develop innovative software products, hone your tech skills and have an opportunity to take ownership of a disruptive technology product.

Job Description

Primary responsibilities will include providing customers with technical software support and running day to day customer facing operation and marketing communications. We are looking for an individual who is excited to jump into our software product and help in continuing to develop the product.

Job Responsibilities

Customer Support & Operations

- Respond to customer support request, while constantly considering process/product improvements with every support request.
- Process phone number ports to our platform and consider/develop way to automate this process.
- Update website FAQ's and monitor support forums

Customer Communications & Marketing

- Compose newsletters and product updates via email campaign to go out to customers.
- Provide website content/blog posting as needed.
- Update social media on a regular bases.
- Develop other customer engagement/marketing strategies.

Other & Optional Responsibilities

- Communicate customer needs to product team & help hone and develop the RingRoost software product.

- (Optionally) Learn to code or hone your coding skills and help develop/contribute to the RingRoost software product.
- (Optionally) Develop marketing graphics, contribute to web design or other creative materials.

Job Requirements

- Willingness to learn and dive into new things.

Applying for the job:

To apply for this position please solve the below number pattern and place in email Subject line, attach your resume and send to below email address:

1 - 3 - 7 - 21 - 25 - 75 - 79 -

support@ringroost.com