



Job Title: Operations Specialist

Company Overview: We are a rapidly growing SaaS business focused on online site selection and related GIS applications. Our cutting-edge applications are built natively on the Esri ArcGIS platform and used by economic development organizations to attract and retain growing businesses, and by businesses to make data-driven decisions regarding optimal site locations. We are seeking a highly motivated Operations Specialist to join our dynamic team and add to our reputation as the market leader, known for industry-leading technology and excellent service.

Job Description: As an Operations Specialist, you will report directly to our COO and will work as a key member of our operations and customer success teams, and will also interact regularly with our business development team and our CEO. You will quickly become an expert in our technology, our business processes, and our unique methods for ensuring customer success. You will interact directly with customers at the direction of our COO and Director of Customer Success.

To be successful in this role, you should be (1) passionate about learning and leveraging current and new technologies; (2) an excellent communicator able to earn our customers' trust; and (3) a team player with a strong sense of big-picture objectives and a sharp eye for detail.

Responsibilities:

- Leverage current and new technologies to help deliver customer success
- Work with team members to follow up with customers to ensure their queries are answered
- Demonstrate new technology features and functionalities for team members and customers
- Identify customer needs and help customers use specific features
- Gather customer feedback and share across the organization

Qualifications:

- Self-motivation is a must. The successful candidate will receive mentorship and training, but he/she must be able to work independently and with internal motivation for success.
- Collaboration and teamwork are required. The successful candidate will be a team player and focused as much on company and team results as on personal results.
- Strong technical skills, including the desire and curiosity to learn new technologies, are required. Experience with the Esri ArcGIS platform is a plus, though not required. Similarly, experience with FME and Microsoft Azure are also a plus.
- Excellent written and verbal communication skills are a requirement. Proven organizational and problem-solving skills are required.
- Associate's or Bachelor's degree is preferred, though not required.



Compensation & Benefits: Compensation includes a competitive base salary, bonus potential, medical insurance, generous 401(k), and paid vacation. The company will provide a laptop and monitor and will reimburse home internet and cell phone service.

Location: GIS WebTech is fully remote and our staff are free to live where they prefer, though for this position we would prefer a candidate in the Atlanta metro area. Occasional travel may be required.

Join us in revolutionizing the way businesses make location decisions and the way economic developers recruit and retain businesses. If you are passionate about cutting-edge GIS technology, have a strategic mindset, and thrive in a fast-paced, high-growth environment, we would love to hear from you.

To apply, please submit your resume, along with a cover letter highlighting your relevant experience and achievements, to hr@giswebtech.com. PLEASE INCLUDE "OPS" IN THE SUBJECT LINE OF YOUR EMAIL.