

WE ARE HIRING

PROCESS DEVELOPERS



KEY ROLE

The Process Developer is responsible for understanding clients' businesses and creating effective business workflows and process documents based on their needs and expectations.



RESPONSIBILITIES

- Lead Client Process Mapping calls with the purpose of creating a VA task list and an overall process map that will be used by other departments to ensure successful VA and Client partnership.
- Engage clients and guides them in discussing the specific technical processes and procedures that their business follows.
- Take detailed notes based on the discussion and be able to quickly identify any gaps in the information that the clients provide so that he or she can ask the right questions at the right time.
- Use the meeting notes and recordings, create and complete a flow chart and process document then endorse it to the Operations Team. The document must be organized and well-written so that it will be quick to navigate through and easy to read.
- Assist clients in identifying improvements that can be implemented on their current process, and create an effective plan.
- Determine the tasks that our VAs can accomplish during process mapping calls.
- Facilitate communication and interaction between various functional departments.
- Review data and proactively look for trends that could lead to process improvements, behavioral trends, operational efficiencies, and improvements.
- Maintain confidentiality of client and company data without exception.
- Develop and maintain an understanding of Rocket Station systems used to generate and track data, including the equations used to derive specific calculations.
- Skilled at building professional relationships by adapting to different communication styles and by utilizing skilled questioning techniques. Build rapport and trust to set a long-term relationship with the client.
- Additional duties as assigned.



QUALIFICATIONS

- Strong analytical, and thought organization skills
- High attention to detail
- Experience in product training and training materials creation
- Excellent written and verbal communication skills
- Strong initiative; ability to work in a fast-paced environment
- Ability to effectively interact with clients and team members at all levels of the organization
- Good organizational/time management skills.
- Highly dependable/Good attendance record
- Demonstrated flexibility and adaptability to change
- In-depth knowledge and understanding of Real Estate is a plus
- Amenable to work based on the client's timezone

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SYSTEM REQUIREMENTS

- Computer Processor: at least i3 (for both primary and back-up computers)
- Computer Memory/RAM: at least 8.00 GB (for both primary and back-up computers)
- Computer Operating System: at least Windows 7 64-bit

Internet Speed

- Primary Connection: running on a 10 Mbps wired plan (above 10mbps preferred)
- Back-up Connection: running at least 10 Mbps