

Spark

Spark Cooperative | 7275 NE 4th Ave. #110, Miami, FL 33138 | (786) 529-2667

Position: Lead, GO Experience (Full-Time)

Location: Spark Cooperative HQ - Miami, Florida

About Spark Cooperative and Spark Labs

Spark Labs is the technology branch of Spark Cooperative a hospitality consulting group in Miami, FL. Spark Labs designs, builds, and innovates proprietary software that operates in some of the most innovative hospitality brands. SET and GO by Spark are solutions built to design and operate the customer experience on properties.

Your role as Lead, GO Experience involves working closely with the Spark Labs product, business and development teams, as well as clients to deliver a superior SaaS product. The ideal candidate for this role is a self-starter with an entrepreneurial mindset, exceptional communication, planning, time management and organizational skills. GO is software built for hotel and cruise operations to communicate the guest experience without burdening the operation and the Lead, GO Experience will focus their attention supporting GO clients and advancing the software.

What Awaits You

- Lead client interactions such as meetings, trainings, feedback sessions, and other day-to-day contact points with GO customers.
- Handle operational and support requests within the GO application on behalf of clients including bugs, troubleshooting and client Q&A.
- Lead technology implementation projects which includes the responsibilities of creating agendas, note taking, updating project plans, creating presentations and diligent follow-up communication.
- Able to learn and demo software for existing and potential customers; confident answering hospitality-specific business process questions, related to how software would perform in a scenario.

- Assist with prioritization of roadmap and client-requested features; help drive ideation and feature design review processes.
- Manage relationships with clients and vendors: comfortable with relationship building, networking, and strategic positioning.
- Own and manage client administrative needs, including: project management, contract management and ad-hoc problem solving.
- Travel domestically and internationally to and from Client properties as needed including: cruise ships, hotels and other hospitality properties. 25% of the time
- Responsible for assembly, presentation of proposals, presentations, budgets, project plans.
- Participation in quality assurance tasks such as reviewing new features and bug fixes.
- Preferred familiarization with AGILE and SCRUM methodologies as well as documentation skills related to story writing and bug reporting.
- Oversight of coordination with other team members on timelines related to service and technology projects.
- Participate in new feature efforts; creates new processes and documentation for new features, including written and video content.
- Support Spark's Partners as needed.
- Coordination via Spark's tools: Asana, Slack, Google Drive, Atlassian (JIRA), Google Meet.

What We Expect

- Clear and approachable communications to clients, principals, and team members
- Technical mindset with the ability to learn and understand software systems and networked databases.
- Strong Microsoft Office suite, Google Suite and Apple Keynote abilities
- Ability to work independently and solve problems quickly, or ask for help
- Professional and positive approach to problem solving
- English language essential but other languages are a plus.
- Experience working at a cruise and/or resort brand a plus.

Our Industry-Leading Clients Include:

