

Spark

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

Position: Junior Account Lead, GO Implementations

Location: Remote (Travel Required)

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. We are a leading provider of software solutions for the hospitality industry, specializing in cruise ships and resorts. Our innovative technologies enhance guest experiences, streamline operations, and drive revenue growth for our customers around the globe.

Job Description

We are seeking a motivated Junior Account Lead to join our dynamic team. They will focus on software implementation projects for cruise line and resort customers. A successful candidate will play a pivotal role in ensuring the seamless deployment of our software solutions, working closely with customers, internal teams, and third-party vendors. This is a seasonal position that will work on implementations for a period of 4-12 months.

What Awaits You

- **Project Coordination:** Oversee the end-to-end implementation process, from project initiation to completion, ensuring adherence to timelines, budgets, and quality standards.
- **Customer Training:** Conduct comprehensive training sessions for customer stakeholders, including onboard staff members and resort/cruise personnel, to maximize the utilization of our software applications.
- **Effective Communication:** Serve as the primary point of contact for customers throughout the implementation phase, maintaining clear and proactive communication to address concerns, provide updates, and manage expectations.

- **Data Loading and Configuration:** Collaborate with technical teams to facilitate the loading and configuration of data into our software systems, ensuring accuracy and completeness.
- **Issue Resolution:** Proactively identify and address any technical or operational issues that may arise during the implementation process, working closely with support teams to deliver timely resolutions.
- **Documentation:** Create and maintain comprehensive project documentation, including implementation plans, training materials, and post-deployment reports.
- **Relationship Management:** Cultivate strong relationships with customers, fostering trust and confidence in our products and services, while identifying opportunities for upselling and cross-selling.

What We Expect

- Clear and approachable communications to clients, principals, and team members
- Bachelor's degree in Business Administration, Hospitality Management, Information Technology, or related work experience.
- Previous experience in project management, customer-facing roles, or hospitality industry preferred.
- Strong administrative and organizational skills with the ability to manage multiple projects simultaneously.
- Excellent interpersonal and communication skills, both verbal and written.
- Proficiency in Microsoft Office Suite, G-Suite, Asana and project management tools.
- Willingness to travel for onsite customer visits and training sessions.

Our Industry-Leading Clients Include:

