

### Overview

This full-time position is responsible for client website development and maintenance, as well as maintenance of web hosting accounts, research and implementation of additional web-based technologies, and assisting clients with other needs fulfilled by the company.

### Salary

Commensurate with experience. Benefits include paid time off, flexible scheduling, AFLAC, retirement. Bonus program rewards results.

### Work Context

This job requires working indoors, in environmentally controlled conditions, and sitting for long periods of time. In-person, phone and email contact with clients and co-workers, and long periods of time working on a computer, are included in daily activities. Company offers job security, along with a creative and fun work environment.

### Specific Tasks, Tools & Technology

- Supports web-based products and services through email, face-to-face, and telephone support.
- Interacts with customers and troubleshoots problems to provide expectation-exceeding customer satisfaction.
- Consults with clients and other team members to build and manage web products.
- Researches, installs, customizes, and configures programs for websites.
- Develops and opens new accounts, maintains existing accounts and handles customer inquiries.
- Develops website structure, design and flow.
- Troubleshoots, tests and oversees the launch of new sites.
- Identifies challenges, recommends and implements solutions.
- Demonstrates working knowledge of commonly used concepts, practices, and procedures within the web field (i.e., HTML, PHP, AJAX, CSS, database applications; Mac, UNIX and Windows platforms), as required.
- Tracks projects, deadlines and deliverables.
- Demonstrates high-level knowledge of broadcast email technology, including setup, configuration, templates, statistics, client training.
- Demonstrates high-level knowledge and ability in web and graphic design, template design, photo and image editing, using assigned applications and platforms.
- Demonstrates knowledge of web 2.0 technologies, installation, configuration, editing, SEM optimization, and training.
- Demonstrates knowledge of shopping cart technology, installation, configuration, editing, SEM optimization, and training.
- Demonstrates impeccably accurate record-keeping.
- Relies on experience and judgment to plan and accomplish goals.
- Relies on instructions and pre-established guidelines to perform the functions of the job.
- Meets deadlines.
- Assists with additional projects as directed and other duties, as assigned.

### Work Activities

- Interacting With Computers — Uses computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information — Observes, receives, and otherwise obtains information from all relevant sources.
- Updating and Using Relevant Knowledge — Keeps up-to-date technically and applies new knowledge to the job.
- Thinking Creatively — Develops, designs, or creates new applications, ideas, relationships, systems, or products, including artistic contributions.
- Processing Information — Compiles, codes, categorizes, calculates, tabulates, audits, or verifies information or data.
- Making Decisions and Solving Problems — Analyzes information and evaluates results to choose the best solution and solve problems.
- Communicating with Supervisors, Peers, and Subordinates — Provides information to supervisors, co-workers, and subordinates by telephone, in written form, email, or in person.
- Identifying Objects, Actions, and Events — Identifies information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- Organizing, Planning, and Prioritizing Work — Develops specific goals and plans to prioritize, organize, and accomplish work.
- Analyzing Data and Information — Identifies the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.

## Education & Experience

- Previous work-related skill, knowledge, or experience is required. Specifically, an associate's degree, training in vocational school(s), apprenticeship or related on-the-job experience.

## Knowledge

- Computers and Electronics — Knowledge of Macintosh and Windows platforms, with an emphasis on Macintosh systems and peripherals.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting high quality standards for services, and evaluation of customer satisfaction.
- Design — Knowledge of design techniques, tools, and principles involved in production of results-oriented web technologies.
- Communications and Media — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.
- Mathematics — Knowledge of arithmetic, algebra, geometry, statistics, and their applications.

## Skills & Abilities

- Troubleshooting — Able to determine causes of errors and decide what to do about it.
- Problem Sensitivity — Able to tell when something is wrong or is likely to go wrong; recognizing there is a problem.
- Programming — Able to create, modify and manipulate databases for various products.
- Active Listening — Consistently giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension — Able to understand written sentences and paragraphs in work-related documents.
- Critical Thinking — Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Time Management — Able to manage and track own time and the time of others.
- Active Learning — Understands the implications of new information for both current and future problem solving and decision-making.
- Complex Problem Solving — Identifies complex problems and reviews related information to develop and evaluate options and implement solutions.
- Analytical Thinking — Job requires analyzing information and using logic to address work-related issues and problems.
- Inductive Reasoning — Able to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Technology Design — Generates or adapts equipment and technology to serve user needs.
- Operations Analysis — Analyzes needs and product requirements to create designs.
- Attention to Detail — Demonstrates impeccable record keeping and thorough follow-through of work tasks.
- Importance of Accuracy — Accurate record keeping is essential to this position.
- Deductive Reasoning — Able to apply general rules to specific problems to produce answers that make sense.
- Category Flexibility — Able to generate or use different sets of rules for combining or grouping things in different ways.
- Information Ordering — Able to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Near Vision — Able to see details at close range (within a few feet of the observer).
- Oral Comprehension — Able to listen to and understand information and ideas presented through spoken words and sentences.
- Written Comprehension — Able to read and understand information and ideas presented in writing.
- Selective Attention — Able to concentrate on a task over a period of time without being distracted.
- Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- Integrity — Job requires being honest and ethical.
- Initiative — Job requires a willingness to take on responsibilities and challenges.
- Independence — Position requires employees to work on their own and with others, and to make decisions.
- Adaptability/Flexibility — Job requires being open to change (positive or negative) and to considerable variety in the workplace.
- Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high-stress situations.
- Innovation — Job requires creativity and alternative thinking to develop new ideas for and answers to work-related problems.
- Achievement — Job requires establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks. Position is results-oriented and allows employee to use their strongest abilities and be rewarded for results.

## To Apply

- Contact Human Resources Officer Sue Skinner for an application packet: [sue@beachdog.com](mailto:sue@beachdog.com) or 360-642-4431