



Director of Web User Experience

***We want you!** Your positive attitude. Your commitment to delivering the best. And, if you happen to be good at ping pong...well, all the better!*

ABOUT US:

Join hi5, a Baudville, Inc. Company, a total recognition provider located in the thriving City of Grand Rapids, MI. Under one big building are the trifecta of teamwork: Baudville, IDville, and hi5. Baudville is an industry leader in providing day-to-day recognition solutions and awards for schools and the workplace. IDville specializes in photo identification systems and accessories that promote the safety of employees, students, and staff. And, hi5, our newest brand to join the team, offers innovative service awards and performance-based recognition programs.

Together our three brands serve business, education, government, and healthcare markets while setting marketing trends and pioneering new products.

ABOUT THE OPPORTUNITY:

hi5 is looking for an upbeat, driven Director of Web User Experience to lead and oversee the day to day activities of all hi5 external website and internal systems. In this role, you will interact with developers, sales, account managers, accounting, etc. to create, build, design and execute a state of the art Recognition Software Platform. Candidates should be highly organized, able to collaborate well with others and thrive in a fast-paced environment. If you are passionate about technology, possess strong leadership skills and have a vision for marketing strategies, we would love to talk to you!

JOB DUTIES:

Leadership/Communication

Lead the team in the creation of new features in hi5 Software Platform and coordinates with customers, sales and internal resources in design and implementation.

- Get monthly feedback from sales organization (client acquisition) to determine next areas for upgrade opportunities that create income for the brand, improve upon existing execution and allow us to be seen as a “Top Tier” software platform in the industry.
- Get monthly feedback from program management team (customer retention) to determine next areas for upgrade opportunities that create income for the brand, improve upon existing execution and allow us to be seen as a “Top Tier” software platform in the industry.
- Find areas within the platform that can separate us from the competition. Look for unique opportunities that can be a “difference maker” during a presentation.

Oversees all development resources internally and externally regarding the hi5 Software Platform. Creates timelines and schedules based on current projects and resources allocated. Holds daily and weekly staff meetings as needed.

- Meet weekly with all external and internal development resources regarding development prioritization, progress to goal progression, milestone completion, troubleshooting & brainstorming.
- Ensure that we follow best in class software development protocol and standards to achieve the best utilization of our resources.

Communicates with customers, HR and IT resources at a highly professional level to understand customer needs and requirements and to be seen as the technical expert on all items relating to our software, electronic

communications between companies, file management, etc.

- Communicates directly with all customers regarding system requirements, timelines, and typical issues during implementation. Always working towards moving customers forward in the selling process.
- Serves as the resident “technical expert” on our side, always understanding the bigger picture on how to solve small and large customer technical issues. Knows best practices for all IT standard initiatives.
- Understands the importance of security of employee data – creates and enforces internal guidelines.
- Participates in customer facing demos and meetings. Provides “expert” advice in the do’s and don’ts of data management, software integration, platform design & performance.

Marketing

Maintains knowledge of all other Recognition Software Platforms on the market. Has a complete understanding of the advantages and disadvantages of the competitors.

- Regularly reviews “Top Tier” software platform and looks for enhancement opportunities to compare and compete with on a head to head basis.
- Meets with internal and external resources to understand what the competition is selling and going to market with as strengths.
- Is the internal leader in knowing how other software platform works and can effectively communicate the strengths and weaknesses to sales and customers.

Technology

Effectively leads the design, development, build, and implementation for the hi5 platform.

- Create development schedules and achieve timelines for all software initiatives.
- Determine proper resource forecasting for software initiatives using internal and external resources as required.
- Oversee and lead the team in designing a software platform that is always flexible, adjustable and personalizable by customer.
- Create a long term product plan outline (6, 12, & 18 month outlooks) that details comprehensive timelines regarding development, costs, implementation, & resources/vendors.

Works with sales, account managers and accounting to develop and implement necessary system and organizational tasks to ensure proper tracking, billing, commissions, etc.

- Has complete understanding of how the internal systems work and designs software that creates organizational stability.
- Creates necessary tools for audit and control reporting.
- Works closely with payroll and sales leadership to understand, track & manage compensation models for internal and external resources.
- Oversee the development of a strong back end that effectively creates and controls individual platform setup by customer.

REQUIREMENTS:

The ideal candidate will possess:

- A Bachelor’s degree in Computer Science, Business Administration preferred
- 2 – 5 Years experience in software project management desired.
- 2 – 5 Years IT Technical Knowledge/Experience.
- Java experience preferred
- Requires lifting up to 70 pounds.
- Strong leadership, organizational skills and the ability to thrive in a fast paced, environment.
- Demonstrated ability to communicate effectively, positively and professionally with others using both verbal and written communication skills.
- Must be able to work with confidential records in a professional manner. Must have concern for the privacy of customers, vendors, and that of Baudville.

At hi5/Baudville Inc., also known as *The Office of Positive Mojo*, we offer a challenging but rewarding work environment where employees respect and recognize each other. We are an equal opportunity employer dedicated to workforce diversity and a drug- and smoke-free workplace. Drug screening and background check are required. No phone calls please.