

## Digital Optimization Consultant

Our Consulting Team is in the business of getting value to our customers fast. If you have an interest in technology and a desire to drive value for our customers, we have the perfect opportunity for you!

As the face of Cosmos Forms, your understanding of our products and solutions and the business needs of our customers will allow you to successfully lead them through their digitization journey. You will identify opportunities for improvement to customers' forms, processes and business operations and guide them in their adoption of Cosmos Forms products to achieve the best results.

## About You

You are passionate about solving problems and love working with customers to ensure they achieve great value from adopting Cosmos Forms. You are an active listener that can take what you hear and turn it into valuable solutions. You are an excellent written and verbal communicator, have excellent prioritization and time management skills, and excel in a fast-paced environment.

## About Cosmos Forms

Cosmos Forms is a growing mobile forms and process automation company with an aim to transform a company's operations from data collection to data insights. **We replace paper forms, spreadsheets, manual processes and legacy systems with easy to build and use mobile solutions to modernize and automate work.** Our mobile forms technology integrates with our Cosmos Operations and Cosmos Insights solutions as well as with existing business systems. The flexibility of our solutions addresses a wide variety of business challenges in any industry including safety, quality, field service, plant operations, property management and so much more.

## What You Will Do

- Be the trusted advisor and first point of contact for our customers.
- Analyze customers manual and automated processes, systems, procedures and reports.
- Lead requirements gathering meetings to collect and map current customer practices and identify how to best leverage Cosmos Forms products to solve business challenges.
- Act as a Project Manager, if requested by customer.
- Build strong relationships with our customer to increase their success and adoption of our software.
- Onboard and train new customers and partners.
- Create and update support articles, documentation, and training material.
- Communicate with customers to assist with training and support questions about how to best use and expand our product suite.
- Liaise with Technical Support Team and the Engineering Team to share use cases and experiences to create ever-improving products and customer experiences.
- Work with Engineering to reproduce and solve customer reported bugs.

## Qualifications

- 3 to 5 years' experience in Business Analysis.
- 1-2 years' experience with customer-facing support in a technical setting.
- Demonstrated experience in defining and documenting business requirements for business software development, integration or software product implementation projects.
- Experience with Microsoft Power Platform preferred.
- Experience in and knowledge of multiple industries is a definite asset.
- Post-Secondary Degree, in Business Administration or Information Technology or certification in Business Analysis, and/or Project Management or comparable business experience preferred.

## Required Skills

- Excellent interpersonal skills with advanced levels of facilitation, presentation and communication skills.
- Outgoing and enjoys pro-actively engaging with people.
- Ability to formulate concepts and communicate technical information to a non-technical audience and business information to a technical audience.
- Ability to work at a detailed level and quickly synthesize details to application specific solutions.
- Excellent analytical, problem identification and problem-solving skills.
- Customer focused, sensitive to customer needs, their critical business cycles and schedules.
- Improvement focused - the desire to build and improve processes and best practices.
- Flexible – as a growing company we sometimes need to drop everything to onboard a customer or partner or create specialized training.
- Results-oriented – we deliver what we promise.
- Strong prioritization and time management skills.
- Ability to work well within a team and independently.
- Highly organized and detailed-oriented.
- Self-starter and able to work effectively with virtual teams.

**Job Type:** Full Time

**Expected Start Date:** July 1, 2021

**Work Location:** Hybrid office and remote environment

**Schedule:** Monday to Friday with occasional off hour support

**Please submit your cover letter, resume and salary expectations to:**

**[careers@cosmosforms.com](mailto:careers@cosmosforms.com)**

**We thank all applicants for applying. Due to sheer volume of applicants, only those considered for further discussion will be contacted.**