

Web Activation Specialist

Job Purpose

We are looking for a highly organized and proactive Web Activation Specialist to join our team. This role is central to helping our clients successfully implement and optimize their eCommerce and Fiber Build Out solutions. The ideal candidate excels at process execution, clear communication, and guiding clients toward best practices. This role is ideal for someone who enjoys solving problems, working directly with customers, and thriving in a structured environment.

Location

This position will be full-time in Mitchell, SD. Remote work will NOT be considered for this position.

Essential Functions & Responsibilities *(including, but are not limited to):*

Client Support & Issue Resolution

- Serve as a primary point of contact for client inquiries related to setup, configuration, and initial support of our eCommerce and FBO platforms.
- Escalate complex issues to development teams when necessary, ensuring smooth turn up and follow-through.

Implementation Process Execution

- Guide clients through the onboarding process, ensuring key milestones are met and a consistent, high-quality implementation experience is delivered.
- Follow established procedures, documentation, and workflows to maintain consistency and accuracy across all client engagements.
- Help collect and validate client requirements during implementation.
- Apply HTML and CSS updates to assist clients with basic front-end adjustments, troubleshooting, and configuration needs.

Best Practice Guidance

- Educate clients on recommended approaches to configuration, operations, and long-term management of their eCommerce environment.
- Identify opportunities where clients can improve efficiency, stability, or user experience using established best practices.
- Maintain up-to-date knowledge of platform features and industry standards.

Documentation & Organization

- Maintain precise and detailed documentation of client interactions, issues, and resolutions.
- Contribute to internal and external documentation, knowledge base articles, and process guides.
- Organize and manage multiple client cases simultaneously while adhering to internal guidelines.

Cross-Functional Collaboration

- Work closely with development to ensure client issues are resolved and feedback is incorporated.
- Perform QA activities such as validating fixes, testing configurations, and verifying client setups as time allows.
- Provide insights into recurring issues or trends to help improve the platform and service approach.
- Support Business Analysis efforts by assisting with requirements gathering, documentation, and process validation.

Education and Experience Requirements

Leadership experience, telecommunications industry knowledge, and design software experience are desirable. Degree in Business, Education, Technology, or similar preferred.