

## Digital and CX Lead

Bravo LT needs you to be a part of our highly motivated group of technology experts. We share a passion for technology and the community we serve, and we are committed to building long-lasting, productive relationships. We focus on giving back to the community, positively impacting society, and providing quality solutions that work. We believe in *autonomy*, *mastery* and *purpose* and in trusting people to do the right thing - and we think Bravo LT is a pretty great place to be a part of.

### Responsibilities

1. Create technical documentation:
  - Develop technical material in multiple media, to include documentation (MS Word, Adobe Acrobat), e-learning (Storyline, Adapt), and websites (WordPress, HTML)
  - Conduct audience analyses and task analyses (develop content outline)
  - Assess human performance improvement to ensure processes are helping clients achieve their business goals
2. Oversee project management tasks:
  - Create project plans and project schedules for client projects and internal projects
  - Oversee time, quality, and hours on assigned client projects
  - Oversee special projects, such as Google I/O and the Raspberry Pi youth computer camp
3. Manage and coordinate office duties at Bravo LT:
  - Welcomes customers, clients, and visitors
  - Answer the telephone and direct calls
  - Maintain the office space area
  - Support company leaders (i.e., the president, human resource director, and account manager)
  - Check-in and properly distribute all incoming deliveries and packages
  - Open and close the office at 8:25 AM and close at 5:05 PM
  - Oversee inventory for office supplies and kitchen supplies
4. Other Duties
  - Sit in on leadership council meeting and take minutes
  - Post marketing content to social media
  - Coordinate updates to the website with web developers
  - Additional duties as they are assigned

### Requirements

- Enthusiastic
- Hard worker
- Technical aptitude in: MS Word, Adobe Acrobat Pro, and WordPress like technologies
- Strong interpersonal and communication skills and the ability to interact with a diverse group of clients and colleagues at a high degree of professionalism
- Able to manage time effectively

### Desired Education

Bachelor of Science (or Arts) degree

Location: Grand Rapids, MI

To apply, please visit the Bravo LT Career Opportunities webpage at: <http://bravolt.com/careers/>