

EMPLOYMENT OPPORTUNITY

Available Position: Client Support Associate

Company: AWEbase, Inc.

FLSA Status: Non-Exempt

The Company

AWEbase, Inc. develops AWEbase: a suite of productivity and communication software for creative enterprises. Our intended clients are a global mix of toy and game publishers, software publishers, media companies, magazines, news outlets, and others. Beginning with the AWEbase Contractor module, we intend to continue developing a suite of software tools in the coming years to make AWEbase an indispensable platform for our clients.

AWEbase is a new company launched in 2019 by a team of executives, developers, and software engineers with prior success in the entertainment consumer products industry.

Description of Position

AWEbase is looking for a Client Support Associate to ensure that our Client experiences are as smooth and productive as possible.

In addition to the responsibilities described below, all positions at AWEbase are “hands on” and from time-to-time will be expected to engage in a diverse range of projects and tasks, some tedious or menial, as may be necessary for the well-being and positive trajectory of the company. All positions at AWEbase adhere to the values of our parent, Strange Stars, LLC. (attached).

Responsibilities

The position will engage in the following core day-to-day duties:

- ④ Receive and log client issues, questions, and requests
- ④ Communicate with clients to ensure prompt and friendly support
- ④ Collaborate with the AWEbase software engineering team to identify both software bugs and aspects of the software causing consistent customer issues
- ④ Update and maintain training materials and software documentation, as needed
- ④ Engage in client training by online screen-sharing or on-site visits
- ④ Assist with client data-migrations, account mergers/splits, and various data issues, using custom AWEbase back-end tools
- ④ Troubleshoot client billing issues
- ④ Provide regular summaries to management and account representatives of frequent issues, and provide suggestions for how to improve them

Skills & Qualifications

The ideal candidate has the following skills and other qualifications :

- ④ Proficiency with using general computer communications software, e.g. email, messaging, video-conferencing, screen sharing
- ④ Excellent communicator (written and verbal)
- ④ Organized and self-motivated
- ④ Ability to work without supervision
- ④ Positive and energetic
- ④ Strong sense of accountability

Education & Experience

The ideal candidate has the following background:

- ④ Experience in communications, sales, or marketing

Compensation and Benefits

Salary Range is \$40,000 to \$50,000, adjusted upward for experience and qualifications.

The position is eligible to participate in the company's profit sharing plan, medical benefits, and starting PTO.

Other Information

U.S. citizenship or existent relevant U.S. work authorization is required.

Candidate must live in, or be willing to relocate to, the Twin Cities area (Minnesota). Candidates relocating more than 100 miles may be eligible for a one-time moving allowance.

How to Apply

To be considered for the position, serious candidates should send a letter of interest and an accompanying resume to jobs@strangestars.com with the subject line "AWEbase Client Support Role". References are a plus.

OUR NORTH STARS



Values are the beacon in the fog, the clarity in confusion, the calm voice in the cacophony. Values are the fertile earth into which we seed our ambition and our creativity, and from which we harvest both satisfaction and financial value in our professional lives.

We hold each other accountable to these values. These values direct how we engage with each other, with our business partners, with our customers, and with our shareholders.

Our values guide our day and shine for us in our night, they provide clarity and comfort in both our inward and outward journey.

They are our North Stars:

Honesty

We are honest with ourselves in all things

We are honest with our business partners, vendors, customers, and our colleagues. We will ask for assistance when we need help to meet our goals. When we have concerns, we bring them to light.

We will not disparage the work of others, nor will we ask or pay for praise—for honor can only be given, never bought, never taken, and never requested.



Diligence

We take our work seriously

We pay attention to detail. We are persistent and we feel urgency. We think ahead. We know that accountability cannot be shared. We meet the obligations that we set for ourselves and owe to others. We do first that which we like least. We are willing to roll-up our sleeves to do what needs to be done without complaint. We strive to add more value than we withdraw. We recognize that deferment, while sometimes necessary, is neither completion nor solution.

Our commitment to work does not cease at the end of the day, but is an enduring responsibility affixed to our lives. Likewise, our company's commitment to us does not cease at the end of the day, but is an enduring consideration affixed to us, our families, our individual dreams and unique situations.



Teamwork

We make a positive impact on those around us

We are more productive and creative when we work together under the same roof. We support and are loyal to each other. We show up on time. We are positive and we do not grouse. We understand that our work affects others, and we understand that feedback is a gift. We respect those who are different than us. We respect those with whom we disagree.





Innovation

We try to see through what something *is*, to what it can be

We dare to dream and we dare to do. Nothing is impossible just because we are told that it is so. Nothing is permanent. We would rather try and fail than stand still. We think abstractly. Our first instinct is to build, not buy. Small innovations are to be celebrated, for large and complex things are made up of smaller and simpler things, put in the correct order.

Improvement

We are never satisfied

We continually desire to improve all things, great and small. We consider solutions prior to communicating problems. We measure what we are and consider what we wish to be.

Long-view

We don't take shortcuts and we don't overreach

We don't sacrifice real value to meet arbitrary targets, yet we set goals. We strive to build lasting structures and brands. We invest in work now, so we may save work in the future. At times we choose to take less, so that we may later receive more. We know that trust is hard gained but easily lost, and that greed is the enemy to long-term anything and everything.

We have patience in knowing that over time a good thing will rise to the top and garner the best return on investment.

Authenticity

Our target customer is us

We do not wish to be all things to all people. We create and invest in products and experiences that are true to our own vision and our own inner stories.

We adhere to individual freedom and creativity, not to social checklists and quotas. Consequently, we may at times accept smaller markets, for we believe that authenticity and individuality will make for better, more unique, more valuable products and experiences in the long run.

Courage

We will not hide or shy away

We will admit and correct our mistakes. We will not cloak ourselves in anonymity or suffer the anonymous. We will own our decisions. We will give, take, and require accountability. We will be strong enough to be kind, brave enough to be humble, and ferocious enough to fight.

We will build an inner bulwark against the misinformed, the unkind, the manipulative, and the emotional violence of the online mob. We will stand up to attacks from those for whom entitlement trumps reason, or who ignore intent in favor of perceived injury.



Success

We want to win so that we may play again, a better game

We believe success is financial and reputational in equal measure, that glory is greater shared, and that giving credit enriches the giver. We do not envy or covet the honest success of others, for success is ever possible for those that keep moving forward.

We are not entitled to a favorable outcome. We recognize that luck is always necessary for success, and know that luck is a result of consideration, perspiration, tenacity, and timing. We do not expect success or promotion to be planned or owed to us, but know that it must be earned over time in an unpredictable world.

We believe success must be shared with the unseen ones that carry us: our wives, our husbands, our sons, our daughters, our friends, and our mentors.

Fun

We enjoy what we do

We recognize that work is a significant part of our short journey on this earth, and that laughter, joy, play, and sense of accomplishment are among the greatest marvels of life. We strive to express these wonders in our investments, in our products, in our work, and in how we interact with others.

While we do not judge those who disagree with our values, and we know that different values exist in other galaxies, we do firmly expect those who reside in the Strange Stars constellation to embrace and adhere to our values.