

Job Title: Customer Experience Web Developer



Reports To: Customer Experience Team Manager

Job Summary:

At Range Marketing, our primary focus is on helping companies get found. We achieve this by utilizing the highest standards in website design, website development, and search engine optimization (SEO), and by building a solid team to back it all up. Our team members work hard, are awesome at everything they do, encourage growth, are good neighbors to each other and our clients, and have fun in everything they do.

If you're a good fit for the role, you have experience designing and developing websites for small and mid-sized businesses, strong communication and organizational skills, and a proven ability to coordinate simultaneous projects. You also possess an expert level of backend development in LAMP/LEMP stacks, have Git experience, and enjoy troubleshooting new in-house tools that the team utilizes. You must also be able to work well with others and have the drive to research and implement emerging industry tactics and coding standards.

In this role, you will primarily serve as the point of escalation for Customer Experience Issues, and secondarily as a point of escalation for Web Developers needing technical assistance, including but not limited to, diagnosing down sites/emergency response, fielding web-related questions from other non-web members, launching websites, scoping/pricing custom projects, and other duties as assigned.

Essential Functions:

- Ensure timely communication and/or completion of requests from clients and co-workers
- Solve problems ad hoc by debugging technical issues and finding creative solutions for client and co-worker requests
- Debug existing website & technology issues, primarily in WordPress
- Act as a development leader to assist non-developer staff with client requests, questions, and general assistance
- Launch websites and configure client DNS settings
- #web channel owner and #shared-good-day-farms-range channel in Slack
- Be available for after-hours and emergency support on nights and weekends

- Other duties as assigned

Experience Required:

A minimum of five years experience in a customer-facing, web development position, preferably in an agency or marketing company environment. Experience with search engine optimization and digital marketing is preferred but not required. Candidates must have strong written and verbal communication skills.

Necessary Skills:

- Positive, Can-Do, Customer Service, and Problem Solving Mentality
- Server-side: WHM, cPanel, DNS
- Strong proficiency in PHP, MySQL, and WordPress
- WordPress: Custom theme development, custom plugin development, Advanced Custom Fields, Gravity Forms
- Personal: A player, self-sufficient, leader, time-management, ability to perform well under pressure

Preferred/Bonus Skills:

- Front-end development: HTML, CSS/SCSS, Bootstrap, Javascript/jQuery
- Roots/Sage WordPress development stack
- Digital marketing: SEO, PPC, copywriting
- Design: Adobe Photoshop, Adobe Illustrator
- LAMP stack and comfort operating in the command line
- API integrations: PHP, Javascript/JSON, Google APIs