



Account Manager (Matchmaker) Job Information

Thank you for your interest in the Account Manager (Matchmaker) position we have available!

In the following pages, you will find more information about the position requirements.

- You may also read more about what we do as a company [here](#).
- Page 1 has information about completing our skills assessment.
- Pages 2 and 3 cover responsibilities, scheduling, growth opportunities and compensation.

We'll be reviewing applicants over the next 10-14 days. To be considered for this position, the first step is submitting a timed Application Form. Your answers will help us evaluate if your communication style is a good fit for the company.

As we narrow down the pool of applicants, you may be asked to complete an additional assessment. Candidates who pass the initial screening process will then participate in an initial interview, followed by a Skills Test and Mock Interview. Top candidates will then participate in a second interview with HR and then a final interview with the Manager of Matchmaking Department.

To Apply For The Position:

You'll be asked to complete the Application Form (linked below) within 30 minutes. The timer starts from the moment you click the link, so please be READY to complete the form.

****The final step in your application for our Account Manager (Matchmaker) position is to submit a very short video clip so we can really get a feel for who you are.****

Since VIDA is a virtual company, and we almost never get the pleasure of meeting our team members in person before they come on board, we have found that a very quick video clip can give us a great idea of who a person is, and what he or she is like.

We don't need you to look like you're ready for a fancy date (let's be real, on a normal day working at VIDA, we're pretty much all working in our pajamas), or to have the perfect background, or to have zero noise around you (moms, we feel you, constant background noise is basically your life). All we need is for you to give us a meaningful answer to our question, and **most importantly: be yourself!**

Ready to apply?

Simply click on this [link](#).

Talk to you soon,

VIDA HR Team

[Any time-sensitive questions should be directed to Mica at jemicah.jaring@vidaselect.com]

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ADDITIONAL INFORMATION

We are looking to immediately hire an Account Manager (Matchmaker) who will interface with time-starved clients and oversee the execution of our online dating service, which connects clients to local singles they would like to date. For a person with the right skills, drive and personality, this will be a very fun and rewarding job.

As a Matchmaker, you will:

- Serve as the direct point of communication for each client. As such, it's vital to maintain a high level of professionalism at all times.
- Ensure success for our clients, including developing and executing an online dating strategy for each client, ensuring results and setting clear expectations in regards to those results.
- Provide QA on the matches our Scouts have chosen.
- Work with creative writers who are responsible for communicating with matches, and arranging dates with those who meet the client's approval.
- Identify and capitalize on upsell opportunities, which will result in upsell commissions.

Schedule & Flexibility:

- We are looking to hire a full-time Matchmaker.
- While the hours are flexible, there are certain time constraints. You'll need availability to work twice a day, split between the morning and late afternoon / evening EST time zone. You can set your own schedule within those parameters, and your schedule can vary from day to day as long as the morning/afternoon requirement is met. This allows us to respond to clients in a timely manner, and ensure any time sensitive tasks are taken care of.
- When selling new clients, the Sales Reps will also reach out at other times of the day via phone and email, and you'll be expected to provide a fast response in regards to scheduling. We also have conference calls our Matchmakers attend as a team, and a quarterly company-wide check-in.

Potential for Growth:

- For the right person, there is room for growth within our Matchmaking department. While you will start as a Senior/VIP Matchmaker, there is a path to growth to managing a team of Matchmakers as well as working with our most Elite clients, as warranted by performance milestones and client feedback.
- VIDA is growing rapidly, and leadership opportunities are available for the right person as well. We promote internally, and are currently looking for natural leaders to join the team. If you enjoy



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leading people, improving and simplifying processes, and have a knack for technology and automation be sure to let us know!

Compensation:

- You will be paid between **\$15 USD - \$19 USD per hour**. Once you begin taking on clients and gain more experience, you will quickly move into a commission-based pay scale, with a pay floor of \$15 USD / hour and a pay ceiling of \$19 USD / hour. This means you will not earn less than \$15 USD / hour, and you have the potential to earn up to \$19 USD / hour if you are a top performer.

Requirements:

- You must make a 1 year commitment.
- Superb written and verbal communication skills.
- Previous sales/customer service/account management/social media management/project management experience.

Required skills & experience that are essential for this position:

- 10+ years experience in similar fields (Customer Service, Account Management, Client Relations)
- Experience working directly with clients in the US, Canada, UK
- Extremely detail oriented and process-driven.
- Proven excellence in time management and organizational skills (without direct supervision).
- A solid grasp of the dynamics of male/female interaction, as well as an interest in human relationships.
- Motivation to succeed and a passion for helping others.

Skills & experience that are a PLUS:

- 15+ years experience in similar fields (Customer Service, Account Management, Client Relations)
- Previous Leadership Experience
- MBA or Masters Degree
- Background in Psychology, Matchmaking, Sociology
- Background in Creative / Technical Writing
- Experience in Social Media Management