



JOB DESCRIPTION

TITLE: Consultant

REPORTS TO: Vice President, Professional Services

LOCATION: St. Louis Office

EFFECTIVE DATE: 11/7/2007 Exempt () Nonexempt ()

GENERAL POSITION SUMMARY:

Consultant reports to the Vice President of Professional Services. This person is responsible for implementation and configuration of FireStream software and hardware for current and new clients, as well as performing demos for potential clients. This position may be asked to serve as a single point of contact for an implementation project that requires multiple resources (client, internal or external). The job may require this person to contact other industry experts and coordinate their activities in the installation of our product. The job offers minimal supervision of day to day activities and does entail representing the company in interactions with clients on a one-on-one basis both on-site as well as through phone and e-mail.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Assess client business requirements to guide software configuration for back office accounting and fuel distribution software in the Petroleum and Retail industry.
2. Prepare and execute client implementation plans and ensure tasks are completed according to established timelines.
3. Install and configure FireStream Ascend software and any necessary third party software to meet specialized business needs of clients.
4. Troubleshoot data setup and configuration issues to ensure data flows through the system correctly and all entries balance to Accounts Payable, General Ledger, etc.
5. Assist clients in creation of all necessary financial statements.
6. Coordinate and/or perform data conversion of client's data from an existing software system to the FireStream Ascend system.
7. Work with other internal groups to ensure that client implementation issues are tracked and resolved in a timely manner.
8. Train other FireStream employees on FireStream software applications
9. Conduct product demos in conjunction with Sales personnel

SECONDARY RESPONSIBILITIES:

1. Support clients remotely when not traveling.
2. Assist Sales Team by providing technical and "best practice" consultation to new and existing clients.
3. Provide product improvement ideas to the Product Development Team.
4. Assist with technical answers at major trade shows as needed.
5. Assist with installation of hardware and networks at client locations as needed.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High degree of creativity, motivation, confidence, and diplomacy for success in a fast paced environment
- Excellent verbal and written communication skills, including strong presentation, interpersonal, listening, and conflict resolution skills
- Ability to perform classroom based and one-on-one training session.
- Strong analytical skills for software/database troubleshooting with ability to define problems, collect data, establish facts, and draw valid conclusions
- Strong organizational & follow-up skills with the ability to prioritize and manage workload of several projects and initiatives concurrently
- Ability to provide accurate and timely reports related to project status and billable hours
- Ability to assist in the creation of and to follow standard practices and procedures.
- Intermediate accounting skills including ability to understand financial statements, etc., preferred
- Commitment to customers with a strong results orientation and bias for action
- High standards of personal integrity and emotional maturity, treating all individuals fairly and with respect

EDUCATION AND/OR EXPERIENCE:

- Bachelor degree or equivalent in Accounting, Computer Science, or Business Administration.
- Wholesale and/or Retail Petroleum Industry experience of at least 5 years.
- Computer skills are required, including Windows proficiency, operation of word processing, spreadsheet, project management, and presentation programs.
- Knowledge of MS-SQL and Sybase or other database query languages is preferred.
- Network proficiency is beneficial
- Microsoft Certification is beneficial.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to sit and work at PC, using monitor, keyboard and phone system for extended periods of time
- Frequent to continuous sitting, bending and reaching
- Ability to lift and/or move up to 10 pounds
- Ability to travel up to 75%.



WORK SCHEDULE/ENVIRONMENT:

Standard workweek is 40 hours, with work hours falling between 7am and 7pm, Central Time, Monday-Friday. Daily work hours and/or weekly schedule are established with supervisor upon acceptance of position, and generally changes must be coordinated with supervisor. During peak activity times, there can be overtime and substantial pressure to meet deadlines. Normal office conditions may include repetitive hand/wrist motion (keyboarding, mouse), close computer monitor (CRT) work and light lifting/carrying, generally not more than 10 pounds (manuals, paper). The noise level in the work environment is usually moderate.

This job may be located in St. Louis at corporate headquarters or otherwise requires an office at home. Extensive travel on-site 75% of the time to client offices and occasional weekend work.