



Real people.
Real connections.

Explore your career at Ruby.

ruby[®]



Who we are

Ruby is all about making personal connections that help small businesses grow.

At the heart of everything we do is a promise to treat every moment of customer communication as an opportunity to make a lasting, positive impression.

We are committed to the success of our customers, providing exceptional experiences—and a friendly, human touch—for the people they serve.

What we do

Ruby serves small businesses by delivering exceptional customer experiences over the phone and online via website chat. We're a team of service-oriented professionals blended with an innovative tech company. Our highly trained receptionists use proprietary software to personalize a caller or website visitor's experience, answer FAQs, transfer callers and take messages, and collect information that makes it easy for the businesses we represent to follow up.

Even more important than what we do is who we do it for. We believe small businesses are the backbones of our communities and deserve every chance to succeed.

By providing small businesses with the services, products, and analytics they need to manage customer interactions, we save them time, reduce stress, and enable them to focus on what they do best.

Receptionist opportunities

Receptionist

Receptionists are the friendly, professional, personal voices who create stellar first impressions and provide unreal service on behalf of our customers. A typical Receptionist handles hundreds of interactions per day, connecting callers to the appropriate contacts or providing clear, concise details in line with customers' guidelines and instructions. Using good judgment and resilience of character, Receptionists ensure each caller feels heard while creating connections that give businesses opportunities to grow and thrive.



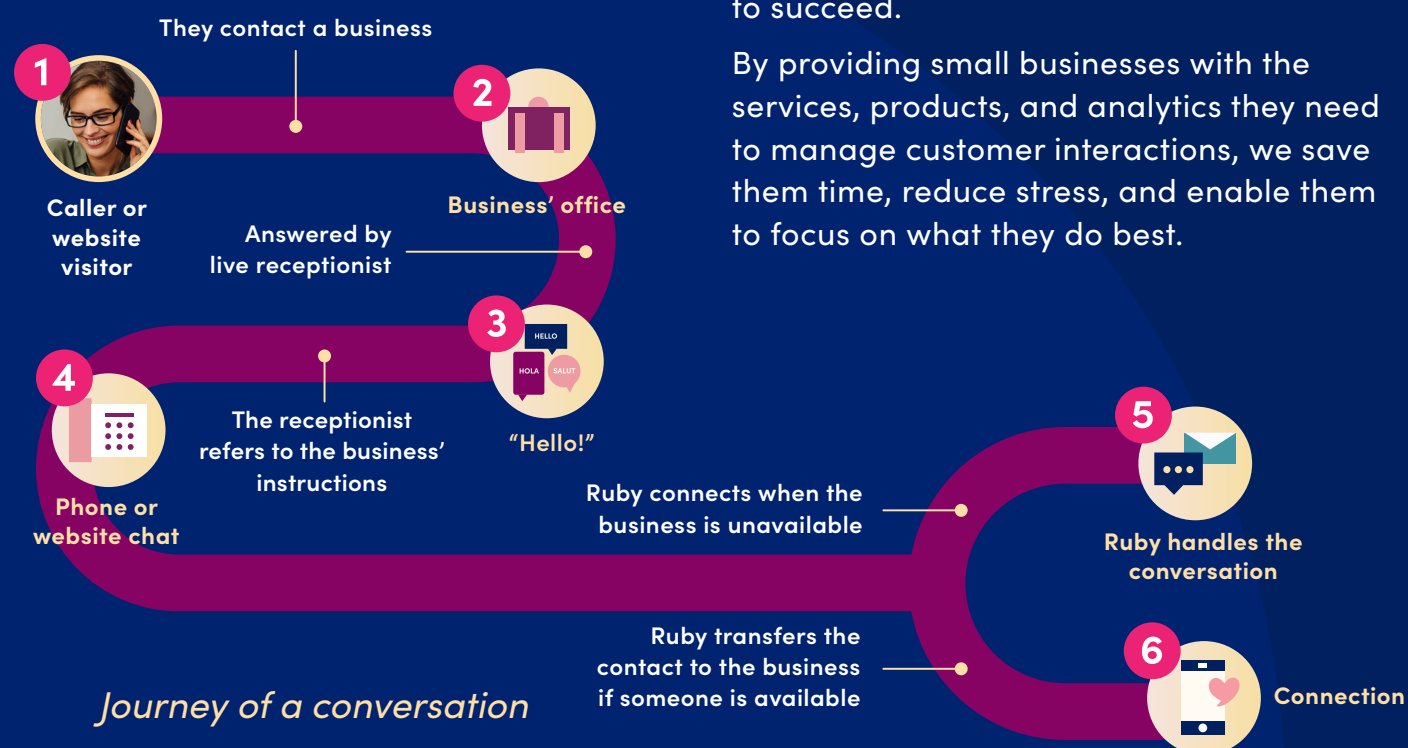
Coach

Coaches balance scheduled activities and provide in-the-moment support to teach, guide, inspire, challenge, support, and develop Receptionists. Coaches are committed to a growth mindset, meaning they learn and challenge themselves to develop their skills and judgement in managing themselves and their teams through evolving standards and practices. Organization is an essential skillset as Coaches follow many sources of information and must communicate the current process and best practices to their teams.

Service Manager

Service Managers assess and support the individual needs of Coaches, Senior Receptionists, and Receptionists while balancing Ruby's overall business needs. Service Managers serve as mentors and coaches to our Coach teams, with a goal of supporting Coaches through complex employee issues—providing development tools and resources along the way. Service Managers also support the Director of Services in overseeing Ruby's day-to-day operations and strategic planning.

How it works



Senior Receptionist

Senior Receptionists handle hundreds of daily interactions, just as a Receptionist would, while also supporting and guiding new hires through their first 90 days. They show flexibility in covering each other, meeting with Coaches to discuss Nuby (i.e. new Ruby) progress, scheduling Sit-Withs with Nubys and changing their shift when needed for First Calls. They use judgment in scoring calls and addressing issues with Coaches. Together with Services Coaches and L&D, a Senior Receptionist collaborates to ensure that the Services team delivers excellent service to our small business customers, one interaction at a time.

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Commitment to inclusivity

Ruby's work community is a blend of cultures, genders, ethnicities, and self-identities that we proudly celebrate. We're committed to creating a welcoming, accepting, and engaging environment for every employee.

Our unique culture stems from all employees at every level taking ownership to foster a diverse community where people feel valued, respected, and heard. We believe achieving this goal requires everyone's active and daily participation. We've implemented a company-wide Diversity, Equity, and Inclusion program furthering our efforts to create an inclusive work-environment, which is an ever-evolving process—we're in this together.

Where we are

Ruby has offices in Missouri, Oregon, and Washington—and continues to grow.

95% of our workforce is remote, with employees in Oregon, Washington, Arizona, Texas, Kansas and Missouri.

What we offer

- Competitive pay scale
- Quarterly bonus opportunity
- Comprehensive benefits offerings
- WFH internet stipend
- Quarterly Wellness funds
- Paid time off and floating holidays
- 401(k) matching
- Sabbatical at 5 years
- Employee Assistance Program
- Donation matching program
- Work from home
 - ▶ Required tech equipment provided

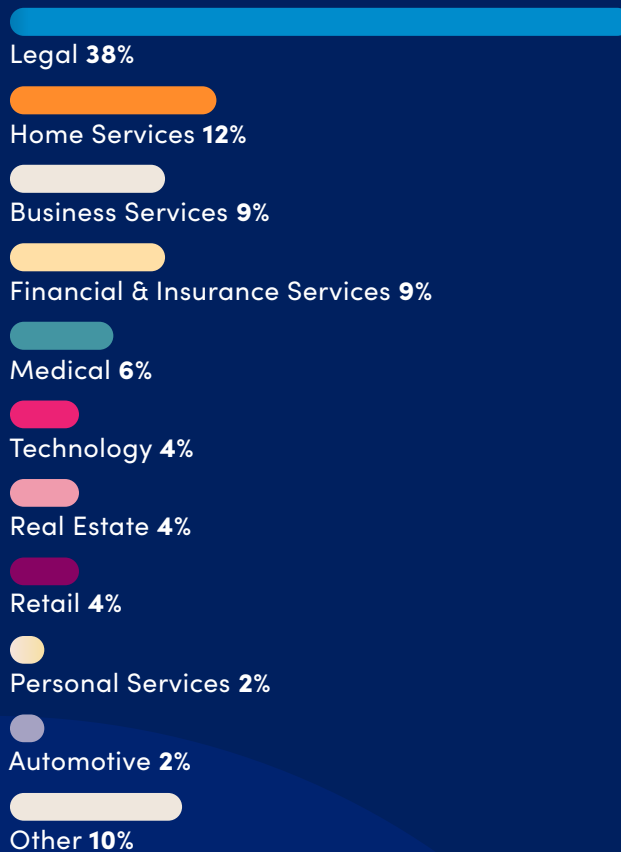
Commitment to human rights

Ruby prides ourselves on being an ally for the rights and well-being of all humans! Our leadership and team members are passionate about addressing and ending injustice in all its forms. We believe everyone at Ruby should feel empowered to acknowledge and create awareness around adversity and strive to be a positive champion for change.

As an employee of Ruby, you will have a voice and ability to bring issues that affect you to light and support fellow Rubys in addressing the challenges they may be facing.

Who we serve

Customer segments



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**Wanna learn more about
what that looks like?**

