



Onboarding and Implementation Specialist

We're a passionate team of professionals, and business people making it easier for real estate agents to navigate the sales process. A proptech platform started in Australia by agents, for agents – Realtair aims to automate and streamline the steps from appraisal to settlement and equip agents with mobile, easy-to-use technology. Our industry-leading platform provides integrated solutions to connect agents with better and more efficient means of doing business every day.

During this period of rapid growth, we are looking for an Onboarding and Implementation Specialist initially on a fixed term contract (6 Months) who can come and hit the ground running.

About You

- You must be flexible and willing to help with other duties when required
- Be able to work flex hours to accommodate our WA customers
- Must be detail-oriented and results-driven
- Positive attitude with a willingness to learn and grow within the team

The Onboarding and Implementation Specialist is responsible for:

- Project manage all aspects of implementation for new clients
- Collaborate with the Account Directors and clients to understand the scope of the project, develop a timeline and drive the implementation to successful completion
- Manage deadlines and dependencies with our clients and the Projects Team
- Act as a key point of contact throughout the onboarding/implementation phase
- Deliver training to new clients to enable usage of our products with minimal ongoing support required
- Develop extensive knowledge of our Realtair products, to assist new and existing customers with troubleshooting
- Monitor customer satisfaction throughout the onboarding phase and implement measures to improve the customer experience
- Share customer feedback with the Product Teams to help inform development priorities
- Assist with the communication of new product features and updates to all existing clients, through training or online media
- Provide regular status updates and reporting to the Sales and Finance Teams

Experience

- Excellent communication and facilitation skills
- Energy and passion for providing the best customer service - going above and beyond to exceed customer expectations
- Demonstrated experience building client and internal stakeholder relationships
- Ability to work to tight deadlines
- Strong problem-solving skills

What we offer

- A flexible environment with an opportunity to work in our office and at home
- Commitment to professional and personal growth and development
- To be a part of a market leading organisation and work alongside some of the most exceptional people in the industry

If this sounds like you, we'd love to hear from you. We have team members and customer all over the country and around the world. The right candidate would be able to work flex hours to accommodate our WA customers, either from there or elsewhere in Australia.

Please apply via the link or submit your applications to jobs@realtair.com