Total Solutions Specialist

Gelbgroup Consulting

Job Summary

The Total Solutions Specialists are responsible for supporting mid-market clients using the Yardi suite of products and must be highly experienced in real estate and software solutions and exhibit strong leadership and decision-making skills. The suite of products includes Voyager, Elevate, and the Café products. In addition to Yardi, you will need expertise in integrations with Yardi. Specialists will report to the Director of Implementation.

You will ensure alignment with our long and short-term company objectives and our core values. A successful Specialist will be innovative, motivated, forward-thinking, detail-oriented, and able to communicate our goals. In this position, you must present yourself professionally to the team, clients, and partners. This professional representation needs to be in how you communicate orally, in writing, and in how you present yourself in person and on camera. You will be expected to lead by example with your professionalism. In this role, you will be expected to be meticulous, work independently and in a team environment to support multiple clients at the same time. You will be working with clients at all levels, including Yardi administrators, executives, members of operations, and accounting.

As part of the Total Solutions team, you will be assigned to specific clients who have implemented Yardi and are not getting the most out of the platform. This role has an expectation of being a minimum of 80% billable.

Primary Duties and Responsibilities

- Identify issues, call out risks, provide solutions, and work with the team to mitigate risks
- Be industrious by assisting the client with getting things completed to move them forward with their business needs
- Participate in scoping of new projects and identify preliminary impacts on this business
- Understand and discuss the value of the systems being implemented
- Gather business requirements and assist with determining ROI
- Understand client business needs, provide solutions, and implement them
- Develop and maintain business process documentation
- Understand budget requirements and stay within budget; raise budget concerns before exceeding budget
- Communicating clearly is a critical skill for this role

- Use innovative ideas to resolve problems
- Expect 50% travel, this will vary based on workload
- Attend a weekly EOS Level-10-style meeting with your team
- Collaborate with other members of the Total Solutions Team and bring in other departments when needed
- Collaborate with PMO to ensure compliance with all business requirements
- Attend appropriate training to ensure consistent implementation of Yardi's suite of products, integrations, and company policies
- Participate in client projects from discovery through the delivery and post-implementation stages to ensure the client is getting the +1 level of service expected
- Understand the client's goals and take the initiative to maximize the client's return on investment
- Participate in client discussions, asking insightful questions, and developing necessary content to ensure Gelbgroup understands the client's current and future needs
- Transform client business requirements into system configuration design
- Perform tasks such as system configuration, upgrades, importing data, designing interfaces, modifying system options, implementing new features, and scoping custom reports
- Design training curricula, agendas, and exercises demonstrating system functionality and features
- Facilitate training sessions that teach clients how to use the system and follow up as needed to ensure client expectations are being met
- Ongoing support to ensure clients are maximizing the use of the system
- Provide subject matter expert support both internally and externally
- Continuously seek growth opportunities to maintain advanced knowledge of systems and technologies that affect our clients
- Participate in Gelbgroup work groups designed to address internal strategic initiatives to create efficiencies and scalability within the organization
- All other duties and responsibilities as assigned

Areas of Knowledge, Skills, and Abilities
- Demonstrate the ability to lead
- Demonstrate ability to diagnose problems quickly and consider various internal and external factors when making decisions
- Superior communication, both written and verbal, the ability to communicate across all levels of the organization, both internally and externally, with software partners and clients
- Requires high self-motivation, proven leadership, and the ability to work autonomously and within a team
- Strong analytical and organizational skills coupled with the ability to work within deadlines and effectively prioritize work in a high-pressure environment
- Work on multiple projects or initiatives as a leader and simultaneously as a cross-functional team member

Minimum Requirements
- 3-5 years of experience in real estate operations, plus expertise in accounting or finance
- 3 or more years of Yardi Systems software experience is required
- 2 or more years of implementing software solutions
- 2 or more years of experience in your specialized vertical
- Strong understanding of multiple Yardi modules in Yardi Voyager or Elevate

- Proficient in Microsoft Word, Microsoft Excel, Microsoft Teams, Microsoft Visio, and Microsoft 365
- Familiarity with Yardi tables, database schema, and some working knowledge of Microsoft Transact-SQL
- Experience using project management software
- Strong organizational and follow-through skills, with the ability to work within deadlines, prioritize work, and handle multiple projects and clients.
- Strong understanding of the real estate software implementation life cycle
- Able to work well with all personality types
- Excellent interpersonal skills, including the ability to communicate to all levels of an organization, from the end-user to the C-suite
- Able to assess a real estate issue and provide solutions with consequences to help clients select the best choice for their organization

Physical Demands and Work Environment
The physical demands and work environment characteristics described here are representative of those that an employee must meet to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform these functions.

Physical Demands
While performing duties of this job, the employee is occasionally required to walk, sit, use hands to finger, handle, or feel objects, tools, or controls, reach with hands and arms, balance, stoop, crouch, bend, talk, and hear. The employee must occasionally lift and move up to 10 lbs. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work environment
The noise level in the work environment is typically low.

Gelbgroup provides equal employment opportunity to all individuals regardless of race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Further, the company takes affirmative action to ensure that applicants are employed and employees are treated during employment without regard to these characteristics. Discrimination of any type will not be tolerated.

This position is remote and can reside anywhere in the contiguous United States.

To apply, please send your resume to careers@gelbgroup.com.