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YARDI COMMERCIAL IMPLEMENTER

JOB SUMMARY

The Yardi Commercial Implementer is considered the subject matter expert related to commercial real estate, encompassing operational, process, and technical knowledge, and will be responsible for implementing related modules in Yardi Voyager 7 (Voyager) and 8 (Elevate) platforms.

As a key member of the implementations team, the Yardi Commercial Implementer represents Gelbgroup's values and supports the company's vision and customer service philosophy during and beyond the implementation process. In this role, the Yardi Commercial Implementer is responsible for gathering business requirements, conducting discovery sessions, system configuration, client training, documentation, and support, and ensuring best practices are incorporated.

Yardi Implementers may be asked to: (a) join prospective client calls and meetings to provide insight and feedback related to proposals, (b) assist with escalated help desk cases where more advanced system knowledge is required, (c) conduct client best practice reviews which are designed to seek ways to improve processes, workflows, policies, and procedures, and (d) lead or support implementation projects from inception to delivery.

To be successful, the person in this role must be innovative, motivated, forward thinking, and detail oriented as well as possess the ability to communicate effectively, have excellent organizational and interpersonal skills, along with written and oral communication skills, with the ability to convey information in a compelling manner.

PRIMARY DUTIES AND RESPONSIBILITIES

- Cultivate and maintain strong relationships with internal team members, clients and software, and other business partners
- Understand and discuss the value of the systems being implemented
- Lead business requirements and best practices reviews by leading client discussions, asking insightful questions, and developing necessary content to ensure Gelbgroup understands the client's current state and future state needs

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- Manage and independently lead multiple Commercial implementation projects simultaneously according to the project plan, understand the project goals, and taking initiative to maximize the client's return-on-investment
- Transform client business requirements into system configuration design
- Perform tasks such as importing data, designing interfaces, modifying configuration options, and scoping custom reports
- Design training curriculum, agendas, and training exercises that demonstrate system functionality and features
- Facilitate training sessions that teach client how to use the system and follow up as needed to ensure client expectations have been 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 related to system and technologies that affect our clients
- Participate in Gelbgroup work groups designed to address internal strategic initiatives related to identifying opportunities to create efficiencies and scalability within the organization
- Provide support to Project Manager when engaging on full implementation projects and simultaneously work with a small team of implementation specialists
- All other duties and responsibilities as assigned

Areas of Knowledge, Skills, and Abilities:

- Experience in one or more of these Yardi modules is preferred: Core Accounting, Intercompany, Job Cost, Construction Manager, Advanced Budgeting (ABF), Forecast Manager, and Commercial Recoveries.
- Fundamental knowledge of accounting principles is required.
- Demonstrate ability to diagnose problems quickly and consider a broad range of 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 a high degree of self-motivation, proven leadership, and the ability to work autonomously
- Strong analytical and organizational skills coupled with the ability to work within deadlines and prioritize work
- Familiarity with Yardi table schema is a plus
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Work on multiple projects or initiatives as a cross-functional team member

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Minimum Qualifications:

- 5-7 years' experience in commercial real estate operations plus experience in accounting or finance
- 7 or more years of Yardi Systems software experience is required
- Proficient in Microsoft Excel, Microsoft Teams, and Microsoft 365 is required
- Bachelor's Degree (BS) in accounting, business, finance, or related area of expertise.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

This position is remote and can reside anywhere in the continuous United States or Australia.

The physical demands and work environment characteristics 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.

- **Physical demands:** While performing duties of this job, 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 10lbs. 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 their 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 any of these characteristics. Discrimination of any type will not be tolerated.

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ABOUT GELBGROUP CONSULTING

Founded in 1996, Gelbgroup remains at the forefront of business and real estate technology services. We bring industry-leading insights and expertise to every engagement, enabling our clients the ability to maintain a competitive edge. As a leading real estate solutions provider, Gelbgroup is a member of Yardi's Independent Consultants Network.

We work with multifamily, student housing, affordable, retail, industrial and commercial real estate owners and operators, property management firms, institutional investors, and real estate brokers nationwide, many of whom are among the real estate industry's largest and most prestigious leaders. We are strategic partners with leading software vendors to bring best-in-breed solutions to every client.

We offer a competitive salary in addition to health benefits, PTO, and 401k. As a rapidly growing company there is room for personal development, and upward mobility.

If you are interested in this opportunity, please submit your resume to: careers@gelbgroup.com for consideration

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Yardi Commercial Implementer | 10/2/2024

