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## Support Services Specialist

### JOB SUMMARY

Reports to: TBD

The Support Services Specialist II provides advanced technical and functional support for Yardi systems, resolving Tier 1 and selected Tier 2 issues efficiently and accurately. This role focuses on troubleshooting, knowledge documentation, and root cause analysis to improve service quality and customer satisfaction. The Specialist partners with clients, peers, and cross-functional teams to ensure timely resolution of issues while contributing to the development of internal resources and best practices. Success in this position requires technical proficiency, attention to detail, and a commitment to service excellence and continuous learning.

To be successful, this person must demonstrate technical expertise, strong judgment, and the ability to translate complex systems into practical solutions. They must also thrive in a fast-paced, remote environment building trust through responsiveness, documentation, and a consistent focus on enabling others to do their best work.

### PRIMARY DUTIES AND RESPONSIBILITIES

- Deliver advanced Yardi system support by resolving complex client issues, maintaining accurate documentation, and contributing to continuous improvement of internal processes and client satisfaction.
- Resolve Tier 1 and some Tier 2 support tickets promptly and accurately.
- Conduct initial root cause analysis on recurring issues and recommend preventive measures.
- Document solutions and contribute at least 2+ knowledge base articles per quarter.
- Communicate clearly with clients regarding issue status, next steps, and resolutions.
- Collaborate with cross-functional teams to address escalated or complex cases.
- Follow established SLAs and quality assurance guidelines for ticket resolution.
- Escalate unresolved issues appropriately while maintaining ownership of client communication.
- Support training and mentorship of junior support staff or new hires.
- Participate in internal process improvement initiatives.
- Tier 1 resolution rate: 85%+.
- Knowledge base contributions: 2+ articles per quarter.
- Ticket satisfaction score: 4.5/5 or higher.
- Root cause analysis performed on 50% of Tier 2 issues.
- Demonstrated improvement in service efficiency and client satisfaction.
- Positive collaboration feedback from internal and external teams.
- Alignment with Gelbgroup's standards of professionalism, teamwork, and delivery excellence.

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## AREAS OF KNOWLEDGE, SKILLS, AND ABILITIES

### Skills

- Intermediate Yardi troubleshooting and case management.
- Strong written and verbal communication with clients and internal teams.
- Effective time management and prioritization of multiple open cases.
- Customer service orientation with a focus on resolution and follow-up.
- Documentation creation and maintenance for internal knowledge bases.

### Knowledge

- Familiarity with Yardi modules, configurations, and integration workflows.
- Understanding of Tier 1 and Tier 2 support processes and escalation paths.
- Knowledge of ticket tracking systems, SLAs, and reporting best practices.
- Awareness of real estate or financial operational processes supported by Yardi.

### Abilities

- Resolves most Tier 1 and selected Tier 2 issues independently.
- Performs structured root cause analysis on recurring issues.
- Contributes to and maintains internal knowledge base documentation.
- Communicates clearly with clients and internal teams to manage expectations.
- Works effectively under pressure and adapts to changing priorities.

### Behavioral Traits

- Dependable: Follows through on commitments and meets deadlines consistently.
- Analytical: Evaluates complex issues methodically to identify root causes and sustainable solutions.
- Collaborative: Communicates openly, shares knowledge, and supports peers to achieve team goals.
- Proactive: Anticipates potential challenges and takes action before escalation is needed.
- Client-Focused: Demonstrates empathy, professionalism, and patience in all client interactions.
- Detail-Oriented: Maintains precision in data entry, ticket notes, and documentation.
- Adaptable: Responds positively to evolving client demands, technologies, and workflows.
- Accountable: Takes ownership of outcomes and maintains a high standard of service quality.

## MINIMUM QUALIFICATIONS

- 2-4 years of experience in Yardi technical support or related software support environment.
- 4 years of industry experience in real estate, property management, or financial operations preferred.

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- Demonstrated experience resolving technical issues through troubleshooting and knowledge base use.
- Proficiency in Microsoft 365 (Excel, Outlook, Teams, and Word).
- Bachelor's degree preferred or equivalent combination of education and experience.

### PHYSICAL DEMANDS AND WORK ENVIRONMENT

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

As a fully remote role with occasional travel for client-facing engagements, we are committed to providing a supportive and collaborative work environment. Success in this position requires initiative, flexibility, and the ability to thrive in a fast-paced, collaborative environment.

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.

### 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, senior living 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](mailto:careers@gelbgroup.com) for consideration.

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