

We are looking for MLS Account Manager

What we offer:

A casual and collaborative work environment within a cool team!

- A culture focused on personal development where opinions and ideas are valued
- A voice and a significant influence on technical decisions
- Professional development including regular lunch & learn in teams
- Social activities: video games, barbecues, happy hours, etc.
- Flexible schedule, work-family balance
- Work location flexibility: enjoy the fully equipped kitchen and a modern office environment at our Montréal headquarters or add to our remote work team from across the country.
- A full range of benefits, including an employee assistance program, dental, medical and disability coverage
- Equipment and tools at the cutting edge of technology

Who are we?

Prospects design software that allows brokers to stay connected to the MLS system and at the same time engaged with their clients. Our tools: a real estate CRM and a mobile real estate search application. Our CRM facilitates business growth for real estate professionals and manages over 900 million customer relationships. Our mobile real estate search tool allows brokers, their prospects, buyers and sellers to access more than 22 million real estate listings from their phones and tablets. Prospects has over 300,000 unique users in North America and that number continues to grow rapidly!

Prospects is expanding its team and we are looking for a java web developer who will be part of an innovative company, contributing to the advancement of the real estate industry through its technological solutions.

You have ideas, we want to hear them!

Description of the role:

The MLS Account Manager is a highly valued professional recognized for its relationship skills and its dedication to client success. As the MLS Account Manager, you will operate in a fast-paced, high-volume environment to serve as the primary liaison between various internal stakeholders, key partners and our principal customers, the MLS's. You will play an integral role in maintaining existing clients' relationships and coordinating roll-out of new customers. At its core, the role ensures our products are working for the MLS and its agents have everything they need to succeed.

Reporting to the CEO, your responsibilities will include:

- Build and maintain positive relationships with existing and new clients with regular proactive communication (verbal and written) and timely response.
- Facilitate communication between all internal, external, and third-party stakeholders.
- Manage clients' expectations identify, resolve, escalate and effectively communicate clients' issues to other departments, when needed, to maximize clients' success.
- Be at the forefront of the MLS industry and all its intricacies to proactively identify opportunities and risks specifically to clients and communicate those to other departments.
- Drive engagement and adoption metrics, including collection, analysis and sharing reports to clients, and work proactively with other departments to address potential issues.
- Help ensure MLS' are renewing their product licenses with Prospects.
- Lead and manage the onboarding of new clients along with our Software Operations team.
- Work with key partners to get the required data access and with our Software Operations team to properly load data and maintain MLS compliance into our system.
- Tests and validate the new and existing MLS implementations with our Software Operations team.
- Educate and conduct regular product demos, training sessions, guides, and release notes for MLS clients, throughout onboarding, service issues and new releases.
- Represent and be the voice of the MLS' during internal stakeholders' meetings.
- Recommend appropriate process improvements.

Must-Haves:

- Minimum 2 years of experience related to the role, in the real estate industry.
- Strong stakeholder management, presentation skills and attention to detail.
- Strong verbal and written communication skills, in English.
- Ability to work in a fast-paced, high volume and multitasking environment.
- Ability to juggle multiple timelines and perform under pressure.
- An entrepreneurial mindset, ambition, openness, empathy, and resilience.
- Exceptional team player.

Assets:

- Verbal and written communication skills, in French.
- Extensive knowledge of real estate standards (RETS, WebAPI and RESO).
- Undergraduate Degree or Technical Certificate.

If you are interested in this opportunity, please send your CV to CV@prospects.com.
We look forward to meeting you!