



## Director of Customer Success

### Shape the future of real estate in Austin.

ABoR is one of the most innovative REALTOR® associations in the industry, serving one of the fastest-growing areas in the country. We're not a "clock-in, clock-out" place to work: our family of team members have fun, hustle hard, and are committed to fostering the most engaged and professional REALTORS® in the nation. Join our team and be a part of the coolest real estate association around.

The MLS Department at ABoR is looking for a **Director of Customer Success** to work closely with the Chief Operating Officer to direct the operation and delivery of customer support, data quality services, and content licensing program to customers of Unlock MLS.

**Essential Duties and Responsibilities:** To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Develop and implement strategies to enhance the overall customer experience for our customers.
- Provide visionary leadership to the customer success and data quality support teams, setting clear goals and expectations.
- Foster a customer-centric culture that emphasizes responsiveness, empathy, and professionalism.
- Manage customer support infrastructure and systems, continuously seeking improvements, to enhance the efficiency and effectiveness of customer support operations.
- Collaborate with cross-functional teams to ensure a seamless and positive customer experience.
- Proactively identify customer needs and collaborate with internal teams to address them effectively.
- Conduct regular feedback sessions to gather insights and improve service offerings.
- Manage the accuracy and integrity of data within the MLS system.
- Implement protocols for data quality control and adherence to MLS guidelines.
- Develop and deliver training programs on MLS compliance and best practices.
- Communicate updates and changes in MLS regulations to the membership through various channels.
- Manage the administration of all content licensing services and procedures.
- Collaborate with MLS Solutions team to optimize MLS platforms for customer use.
- Conduct regular training sessions and professional development opportunities for department.
- Assist in the development and provide oversight for department budget.
- Provide MLS department services. This will include but is not limited to: Providing MLS rules and general policy information, administering content licensing programs, and promoting products and services to members, staff, and third party vendors.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Master's degree or equivalent; and four to ten years related experience and/or training; or equivalent combination of education and experience.
- Knowledge of Microsoft Office Suite, Excel, and the ability to learn specialized software abilities.
- Ability to communicate with clarity and organization through email and verbally.
- Experience creating and giving training programs and presentations.

**Preferred Qualifications:**

- Experience in working for a real estate association or similar trade association for at least a year.

**Supervisory Responsibilities:**

- Directly manages two supervisory positions with responsibility for up to 15 full-time employees.
- Carries out responsibilities in accordance with the organization's policies and applicable laws.
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**Posting Notices:**

- ABoR is an equal opportunity employer and will not discriminate on the basis of an individual's race, color, disability, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, age, marital status, veteran status, or any other personal characteristic protected by law.
- This position does not qualify for visa sponsorship.

**ABoR Benefits:**

Full-time ABoR employees enjoy a benefits package that includes:

- Health, vision, and dental coverage effective on the first day of the month after your start date
- Eligibility for 401(k) plan, HSA, and flexible spending accounts subject to plan terms.
- Eligibility for company-paid benefits such as life insurance, short- and long-term disability and long-term care, subject to applicable waiting periods.
- Company-paid holidays and two floater days.
- Paid sick and vacation time earned on an accrual basis.
- ADP Work-life Benefits Resources, including Employee Assistance Program (EAP).
- LinkedIn Learning subscription.