

REALM™

Position

Member Experience Manager

Location

Company is based in Denver, CO, but has a hybrid work model that supports working from any location that has good wifi, cell, and a major airport.

How to Apply

If you are interested in applying for this job, please email your resume and a little about your interests in working for REALM to jobs@realm-global.com.

Why REALM?

REALM is a membership of the most accomplished real estate professionals ever assembled. Membership is limited and by invitation only. REALM's proprietary matching technology is a powerful differentiator that provides a competitive advantage, whether working with buyers or sellers. REALM provides the opportunity to grow the most powerful segment of a member's business through incredible networking and referrals. In our first year we have over 400 members across 100 brands and growing rapidly.

Being a team member of REALM presents the chance to be part of a fun and collaborative organization. As a startup, each team member is responsible for a variety of different business functions and presents many opportunities to establish yourself as the company continues to grow. No two days are ever the same and you will be able to positively impact the business of the members you support with creative solutions initiatives. REALM is based in Denver, CO with a hybrid work model that allows for employees to live in a variety of locations.

Position Summary:

As a Member Experience Manager at REALM, you will be the go-to resource for onboarding new Members and maintaining membership relationships through high-touch customer service interactions. The primary responsibilities of the role include; establishing a seamless onboarding experience, providing high-touch personalized customer service and developing strong account management skills.

Essential Position Functions:

- Conduct world-class customer onboarding experience for new REALM Members
- Serve as the go-to resource for day-to-day requests and inquiries
- Assist with planning and logistics for REALM in-person and virtual events
- Receive and utilize customer feedback to continually improve upon the business offering
- Work closely with the Product and Development Team

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- Connect with Members regularly to identify opportunities and challenges that exist with the current product and use this information to inform future customer success strategies and business plans
- Work hand-in-hand with Leadership to ensure service goals are accomplished
- Assist in creation and distribution of weekly Member newsletter
- Assist in creation and distribution of quarterly Development Newsletters
- Support lead generation initiatives in support of finding new Members

This outline is intended as a working document and is representative of the role within REALM. Various tasks and responsibilities can be changed and refined as the needs of the organization evolve.

Essential Position Requirements:

- You possess a deep passions for providing excellent service to members
- You are a critical thinker and love to solve problems
- You have a desire to learn and grow yourself professionally
- You have an understanding of what it takes to succeed in a rapid-growth start up
- You are comfortable with technology, including but not limited to G Suite, Salesforce, Eventbrite, SendGrid, Constant Contact, Stripe
- Knowledge of the real estate industry is beneficial
- Hours: Monday-Friday 8-5 with situational evening or weekend coverage as dictated by business needs
- Some travel will be required
- Background check required as part of application process

Benefits:

- Competitive Compensation
- Great opportunity for career advancement
- Hybrid office work environment
- Health and 401K benefits
- Travel to domestic and international membership events