

Make a difference!

- **Ongoing opportunity**
- **Problem solve and encourage customer satisfaction**
- **Client engagement**

An opportunity to join Australia's leading Real estate sales and CRM software provider. Agentbox is a real estate software company that blends cutting edge design, robust training methodology and an in- depth understanding of key real estate industry principles to offer an exceptional Real Estate CRM that has become a cornerstone in its field. We are looking for the next team member who will be tasked with making a difference!

The role

A fun supportive and flexible working environment is on offer to facilitate the role of Onboarding Specialist. Working as part of an onboarding team, the primary objective of an Onboarding Specialist is to help new clients onboard and transition to Agentbox successfully, ensuring that clients maximise the return on their investment from the outset.

If your key motivators are to listen, understand and help people by delivering the following please email clientsuccess@agentbox.com.au to learn more.

- Educate and motivate new and existing clients on additional products and features.
- Build lasting trusted relationships
- Successfully onboarding customers, helping them deploy and derive total value from their investment
- Updating existing and devise new training materials based on customer feedback
- Conducting internal training for staff members to help them grow
- Collaborate with other departments in order to communicate and update each other on customer feedback

What will help you succeed:

- Share examples of success in helping others excel
- Background in software support/training/onboarding
- Ability to demonstrate a calm solution focused approach
- Customer service driven
- Demonstrated ability to problem solve and determination to find positive outcomes
- Adaptable and willing to give things a go
- Excited by and embracing of innovation
- Experience in real estate sales and the use of software within that space
- Prior exposure and usage of Agentbox will be advantageous
- Knowledge of eLearning platforms and/or eLearning course design would be highly regarded

Please note that solicitation by recruiters will not be responded to and is not welcome.