



We Are Now Hiring!

MLS CUSTOMER TRAINING & SUPPORT ADMINISTRATOR

This individual works full-time either in-person or remotely from a home office or other suitable location under the supervision of the MLS Operations Manager. Some travel across the region will be required, and the individual will need to be available to attend in-person meetings or other functions as necessary.

Salary commensurate with experience and knowledge. Benefits include:

- Medical insurance
- Dental insurance
- Vision insurance
- Term Life insurance
- Short-term & Long-term disability insurance

Minimum qualifications include:

- High School diploma or equivalent
- Valid driver's license
- Home office or equivalent dedicated working space
- Available internet with sufficient speed and bandwidth to work effectively

This full-time position will have two distinct but interconnected responsibilities:

1. To develop and deliver best-in-class training for all MLS products and deliver that training either in-person or through virtual platforms.
2. Assist individual users and brokerage offices with questions about data input, rules, Paragon system operations, and system capabilities submitted via phone, text, email, or social media/websites.

The Trainer will have the flexibility to schedule training sessions as needed, but may need to work outside of regular hours for travel or to conduct training sessions. The individual will report directly to the MLS Operations Manager and will roughly divide their time as follows:

- 75% to MLS orientation and training, including course development and delivery.
- 25% customer support and service via phone, text, email, or social media/websites.

To develop the best training possible, the individual in this position will need to accept and utilize all User feedback and the MLS staff's work-related experience to improve the overall curriculum. Constructive critiques and specific details about the MLS operation are valuable as the training delivered must be precisely correct.

The Trainer will also deliver MLS orientation, which is required for all new Users. These classes might be virtual or in-person at association offices or other locations served by the MLS. Travel across the region, outside of Lincoln and Omaha, will be required. This individual needs a safe, reliable vehicle for travel across the region. GPRMLS will reimburse auto expenses at the IRS-determined rate. Other duties within the scope of the MLS operation may be assigned from time to time by the MLS Operations Manager.