



We Are Now Hiring!

MLS DATA & CUSTOMER SUPPORT ADMINISTRATOR

The Great Plains Regional Multiple Listing Service is looking to hire a MLS Data & Customer Support Administrator. This is a full-time, exempt position, reporting directly to the MLS Operations Manager. This position would work exclusively in a “remote” manner with no dedicated office space at either of the MLS Owner’s physical offices in Omaha or Lincoln.

Salary commensurate with experience and knowledge. Benefits include:

- Medical insurance
- Dental insurance
- Vision insurance
- Term Life insurance
- Short-term and 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

Knowledge and use of the Black Knight Paragon MLS system and experience in the real estate industry are helpful. This position’s primary responsibility will be to field calls from brokers, agents, and office administrators, assisting with input questions, rule inquiries, and requests regarding the Paragon MLS system and operations. At its base, responsibility will be customer satisfaction and customer service.

Daily and as-needed tasks include, but are not limited to:

- General user support of inquiries via phone, text, email, or social media/websites.
- Office or agent entry errors
- Listing Data Corrections
- Participate in MLS Users group meetings
- MLS listing audits
- Ability to attend industry conferences, workshops, and sessions in-person or virtually.
- Coordinates with association membership staff regarding processes and procedures for MLS User accounts.
- Administration of RETS & API data requests and data feeds.
- Assist MLS Operations Manager with MRCIE user additions, updates, and support issues.
- Other duties within the scope of the MLS operation may be assigned from time to time by the MLS Operations Manager.