



Brivity Platform is a SAAS-based suite of products and services driving millions of results for thousands of real estate businesses across the US and Canada. Headquartered in Bellingham, Washington, Brivity has divisions in Salt Lake City, Utah & Edmonton, Alberta, Canada.

Brivity is a division of Ben Kinney Companies, with 50 offices across the US and Canada.

The Brivity Implementation & Tech Training Team's job is to ensure 100% adoption of Brivity's features for New clients and existing customers. You'll know you're successful when Brivity clients see a rapid ROI before the end of their first quarter and clients have achieved mastery of Brivity's features within the first 6 months.

Brivity Implementation is a critical team of trusted advisors developing long-term relationships resulting in raving fans.

Daily activities include:

- Clearly communicate expectations and success targets.
- Gaining commitment and providing accountability and being the point of contact for clients.
- Aligning training both to customers' stated goals and Brivity best practices.
- Communicating and improving upstream processes that stall adoption.
- Reporting risks and wins to customers and Brivity to improve ROI and reduce churn.
- Delivery, development and improvement of training content and programs.
- Complete ownership and responsibility for delivering all necessary training through group or one-on-one sessions.

Ideal candidate's requirements:

- 2 - 5 years experience on a Real Estate team with an emphasis on training and operations is required.
- Strong technical background is required with demonstrated success in building or implementing systems, models and processes.
- High emotional intelligence and empathy.
- Able to move between being a capable coach and being coachable.
- Thrive in a fast moving environment.
- Does not steal staplers or miss Hawaiian shirt Fridays. Deep understanding of TPS reports.
- This job is remote but Bellingham-based is preferred.