



Position Type: Full-Time
Compensation: TBD
Travel: Some travel for trade shows and conferences

Company Overview:

Founded in 1994 and headquartered in Raleigh, North Carolina, Residential Management Systems (RMS), provides web-based housing, conferencing, and judicial management software solutions, serving Universities and Colleges, as well as private sector properties, worldwide.

The RMS team and products offer a new dimension to residential management with the combination of power, functionality, and ease of use. These three factors dominated the original design of the system in 1994 and continue to be the guiding principles in future product development. Our ground-breaking Mercury product provides a flexible and powerful solution that everyone in the organization finds easy to use and understand.

Position Overview:

The Mercury Complete Care (MCC) Specialist's principal responsibilities include ongoing contact with clients to ensure they are getting the most out of Mercury for their institution's unique needs. The MCC Specialist conducts proactive support calls with clients to develop and implement continual business process improvement. The MCC Specialist keeps clients on a path to success, both in terms of developing new processes and in terms of meeting the client "where they are" regarding desire to make changes, or the ability to do so due to other factors, such as internal politics.

The MCC Specialist also participates in numerous other essential duties, ranging from quality assurance testing during new product development cycles to documentation of product functionality.

Responsibilities:

- **Mercury Complete Care (MCC) (75%)**
 - Participate in regular calls with clients to provide ongoing pro-active support.
 - Development and documentation of new business processes to improve clients' experiences and broaden their use of Mercury.
 - Custom configuration of Mercury for client based on MCC calls and discussions.
 - Coordinate efforts with other members of the Implementation team, Support, and Development, as needed, to complete business process development.
 - Track ongoing client needs in preparation for upcoming MCC calls.
 - Identify client stakeholders and correct point of contact for various types of inquiries.
 - Develop strong relationships with key client staff
 - Communicate status of MCC tasks and issues to Manager in an effective and timely manner.

- Maintain database (Salesforce) of client information as it relates to MCC items
- Track MCC work via tickets (ServicePro)
- **Trade Shows and RMS World User Conference (10%)**
 - Occasionally travel to represent RMS to prospective and current clients at national and international trade shows
 - Assist VP for Operations in keeping trade show booth stocked and looking up to date
 - Present on assigned topics at RMS World
- **Other Responsibilities (15%)**
 - Provide back up to the Client Engagement Project Coordinator in managing various tasks including management of Implementation, training, and travel calendars, scheduling of upgrades and moves to Mercury Cloud, and overseeing progress on on-going tasks related to same.
 - Provide backup for other administrative tasks including but not limited to answering incoming calls, mail collection, lunch orders, etc.
 - Assist internal Quality Assurance and Development teams in product testing
 - Develop documentation of Mercury features for use internally and by clients
 - Provide software support for new and current customers
 - Other duties, as assigned.

Required Skills and Attributes:

- Bachelor's degree (or equivalent) and three to five years of professional experience.
- Experience working in University or College Housing, Residence Life, Conferences, or Student Accommodation/Reservations.
- Prior experience with the Mercury software platform.
- Ability to work with clients at varying skill levels and interpret which functionality is appropriate for their needs.
- Excellent interpersonal, verbal, and written communication skills.
- Ability to build a rapport and a positive relationship with clients.
- Strong logical and reasoning skills.
- Strong organizational skills and attention to detail.
- Ability to work independently on assigned MCC tasks. Demonstrated ability to be proactive and take initiative.
- Ability to manage multiple clients and projects concurrently.
- Ability to prioritize tasks to meet critical deliverables in a timely manner.
- Ability to proactively ask for help and to show continual growth as new items are explained.

Preferred Skills and Attributes:

- A positive outlook and a drive to help others be successful.
- Prior experience developing process documentation.
- IT background or experience working with IT teams.
- Basic knowledge of SQL