

# Position Description

## Implementation Specialist

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| <b>Primary Objective</b> | <p>Optii is a rapidly growing provider of housekeeping software solutions to the hospitality industry. Our suite of products increases profit and improves the customer experience in hotels across Asia-Pacific, US, Europe and the Middle East.</p> <p>Launching the first site in 2008, Optii is the founder of the niche and market leader with clients such as InterContinental,, Las Vegas Sands, Rydges and more.</p> <p>Customer satisfaction plays a central role in Optii's strategy in creating enterprise value by relying heavily on testimonials and referrals, which in turn will accelerate sales success. The Implementation Specialist is the first contact between the customer and Optii and sets the foundation of the client's success and relationship with Optii as a business partner.</p> <p>Succeeding in this role will present numerous opportunities of a leadership, career and financial nature. Your excelling in this role will be rewarded in line with client retention.</p> |
| <b>Reports to</b>        | Client Success Manager   |
| <b>Location</b>          | Austin, Texas<br>Regular domestic travel will be required.   |
| <b>Current</b>           | September 2019   |

### The Implementation Specialist is responsible and accountable for:

#### 1. Training and Deployment

- TRAIN.** You are the expert in implementing and executing training for staff at all levels of Optii Key for clients. You come at the highest professional standards and make sure that each and every client gets a good start. Sometimes this means going beyond the call of duty;
- GUIDE.** Going live for the first time is a scary moment for clients. Showing empathy, patience and understanding goes a long way as you coach them towards a successful start with Optii;
- COLLABORATE.** Liaise with Optii's implementation coordinators and managers & work with clients on-site to satisfy and exceed all requirements for a smooth and successful training and go-live;
- TRAVEL.** Success in your job will require regular travel. Lots of travel;
- COMMUNICATE.** Interact with clients in a firm and professional manner via phone, Skype, email or in person to assist and resolve queries or problems;
- GROOM.** Ensure new clients enjoy an excellent and memorable experience with Optii thereby enhancing relationship and reputation;
- DOCUMENT.** We record all client interactions and trip reports in Salesforce so everybody is in the loop;
- DOCUMENT MORE.** Make sure Optii's internal manuals & documents are always up to date: If you do not contribute, nobody else will;

- i. LEARN. Each hotel does things differently. Actively collect feedback from clients and attending internal product planning forums, thus working towards improvement of the core product.

## 2. General

- a. IMPROVE YOURSELF. Maintain and expand your product, professional and technical knowledge by attending internal and external workshops, review professional publications, establish personal networks and participate in professional societies (such as 'Professional Housekeepers Associations');
- b. WORK TOGETHER. Collaborate with other Optii offices and personnel to ensure efficient operation and the maximisation of opportunities across the entire company;
- c. TEAM WORK. We are a dynamic and growing company and sometimes we need all hands on deck to get things done that are not part of our usual routines. This includes you.

## Person Profile

The successful applicant will...:

- 1. ... have outstanding levels of Drive, Ambition and Integrity;
- 2. ... be well-groomed, outgoing, confident, warm and friendly personality with a healthy measure of assertiveness;
- 3. ... have the ability & flexibility to travel extensively;
- 4. ... be an effective trainer;
- 5. ... be a US resident;
- 6. ... work from our office in Austin, Texas;
- 7. ... have exceptional verbal and written communication skills;
- 8. ... have excellent networking and presentation skills;
- 9. ... have previous hospitality experience, housekeeping highly regarded;
- 10. ... have flexibility in work hours and work habits;
- 11. ... be well organized and able to work unsupervised;
- 12. ... have a high degree of numeracy and computer literacy.