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Director of Products & Services

Midwest Real Estate Data LLC

Lisle, IL, United States Full Time

- MLS Executive
- MLS Staff
- Product Management
- Project Manager
- Technical

General Summary

Midwest Real Estate Data (MRED) located in Lisle, IL is the Midwest multiple listing and information service that provides real estate professionals with the most comprehensive database, technology and support with which to enable their success.

MRED delivers over twenty products and services to its customers, complementing connectMLS™, the top-rated MLS system in the country for two years running per the WAV Group MLS Technology Survey.

The Director of Products and Services reports directly to the President/Chief Executive Officer, and has significant interaction with accounting, human resources, business development, licensing, contract enforcement, software development, and shareholders and board members. The Director of Product and Services is responsible for interactions with multiple listing service (MLS) vendor. Identifies potential products and services by conducting member market research; generating product requirements; determining specifications, production timetables, pricing, and time-integrated plans for product introduction; and developing marketing strategies. The candidate should also have a working knowledge of real estate and a track record of helping to build and enhance company value in a team-based environment is desirable.

Duties and Responsibilities

- Liaises directly with MLS vendor on all system-related issues, except hardware & mapping vendors
- Liaises with MRED management on system solutions for automating MRED processes

- Reviews and analyzes all user requests for system changes
- Submits all requests for system changes & enhancements via vendor Ticket System and official RFQ
- Liaises with MRED management for the prioritization of RFQs
- Tests new system changes on MLS system staging servers
- Approves system changes prior to implementation on the production site
- Liaises with multiple vendors of MRED-offered products and services to ensure accuracy of product and data mapping; submit suggestions for enhancements; testing and timely implementation of enhancements
- Reviews potential new MRED-offered product and engages in initial discussions and as necessary, contract negotiations, with vendors
- Liaises with third party vendors on potential product integration into MLS system
- Directs Beta Test groups regarding upcoming MLS system and other product enhancements
- Communicates system changes within MRED
- When appropriate, directs timely data conversions from new Associations into MLS system
- Reviews for accuracy any outgoing communications as they relate to MRED Products and Services
- Provides monthly system statistics to MRED Management
- Attends Executive meetings as directed
- Focus Groups-review appropriate Focus Group topics; preparing background, agenda and slide decks; attend meetings; follow-up as needed
- Vendor Contracts-reviews product and support specific content for new contracts and reviewing existing contracts
- Attendance and participation at real estate related conferences and events, including the Real Estate Standards Organization (RESO)
- Research and Development (R&D) projects as assigned
- Other duties as assigned

Success Factors

- Utmost integrity, work ethic and accountability.
- Ability to manage multiple tasks in a busy environment.
- Ability to exercise initiative, judgment, discretion and decision making.
- Skill in evaluating and creating business practices that relate to policies and legal requirements.
- Ability to maintain effective working relationships with personnel and numerous outside parties.
- Effective written and verbal communication skills. Good time management ability, adherence to deadlines, and ability to identify and prioritize company needs and tasks based upon highest business value.

Skills and Qualifications

- Bachelor's degree

At least five years experience with the following skills:

- Product Management
- People Management
- Understanding the Customer
- Product Development
- Requirements Analysis
- Planning
- Technology
- Competitive Analysis
- Sales Planning and Strategy

Benefits

- Flexible work schedule
- 13 Paid Holidays
- 401(k) with company safe harbor
- Paid Time Off (PTO) that accrues annually
- Health Insurance Options
- Dental Plan
- Vision Discount Plans
- Health Reimbursement Account
- Bonus Incentive Program
- Life Insurance Short and Long-term Disability