

Launch Customer Success Strategist & Manager Housing Navigator Massachusetts, Inc.

[Housing Navigator Massachusetts, Inc.](#) (HNMI) has an exciting and timely mission: to connect people with places to call home.

We are a nonprofit founded by housing advocates, owners, and funders with tech sector expertise to develop technology that promotes housing equity. Launching in 2021, our initial product will be a first-of-its-kind comprehensive, reliable search tool and database for finding affordable rental housing throughout Massachusetts. With the twin blows of the COVID-19 pandemic and economic downturn, housing access is even more critical for health, economic security and overall stability.

We are seeking a Launch Customer Success Strategist & Manager—passionate about our goals and experienced working one-on-one and broadly to encourage product adoption. This individual will guide our first full year onboarding a set of critical users and stakeholders--rental property owners and managers across Massachusetts. This position is an unusual opportunity to be part of a team innovating technology to address one of the most pressing issues in our society: providing affordable housing. If you are ready to make a true lasting impact, enjoy working in a creative and compassionate environment, and thrive with the entrepreneurial spirit of a start-up, please get in touch with us!

This is a one-year contract position with possibility of extension.

Background

The Greater Boston rental housing market remains the third most expensive in the country, and renters currently struggle to find and understand affordable options. The right person for this position will ensure we make the best first impressions possible, taking our first product into implementation, onboarding owners, providing support and identifying issues--large and small-- that need to be addressed by the software team.

Key Responsibilities & Job Requirements

You will be integral to success as we go live to the public and responsible for establishing the high quality that is our goal. You'll work closely with the Housing Navigator internal team, leaders in the affordable housing field, stakeholders, and software developers to make real the HNMI vision.

After an extensive discovery and planning process, HNMI is fortunate to have in place strong connections to most large to medium-sized affordable property owners in the state and their trade associations. There are 100+ owners; 20 own the majority of the inventory. Your job is to follow up with, keep active, and grow those ongoing relationships.

Please note this is not a traditional sales or account management job; we do not charge for listings. Experience and skills gained in those types of positions--as well as others-- are relevant and will assure our success. We value both renters and owners as our users. Participation by both forms a virtuous circle. Our ability to give renters good information depends on property owner adoption and



how much owners embrace our tools. Your job is to make that user experience and our relationships as excellent as they can possibly be. KPIs for this role will be metrics around onboarding owners, completeness and quality of their information, and their adoption of the product as demonstrated through updated listings.

Responsibilities

- Become a trusted expert on the HNMI affordable housing search product and understand the HNMI mission, key milestones and success metrics
- Collaborate to create and implement a one-year outreach, onboarding and follow-up plan
- Manage and assure the quality of each onboarding experience and relationship
- Create and innovate training and support materials that explain the product and ease adoption--user manual, FAQs, short video explainers, etc.
- Understand and analyze user needs and communicate those needs back to the HNMI President, Product Manager, and software team
- Convey the energy and passion of Housing Navigator Massachusetts and its products through presentations and product demonstrations explaining the practical and mission value

Job Requirements/Qualifications

- An unwavering dedication to providing the highest quality information on affordable housing options for Massachusetts residents
- Quick learner for content and new software applications from a technical perspective as well as how they fulfill needs; a teaching, curious and coaching mindset is ideal
- 2 years of digital product experience with a track record building relationships and working with a range of users to drive adoption and ensure that people love a product. Previous work in software that relies on information details--e.g. medical/health, insurance, financial services or real estate--may be particularly relevant, though no particular sector is required
- Facility, patience, and persistence assisting users and anticipating their challenges
- Exceptional attention to detail, deadlines and organizational skills, with the ability to track progress and support onboarding of multiple users and organizations simultaneously
- Strong affinity for recognizing and adapting to whichever communication platforms people feel most comfortable with--Zoom, phone, text, email
- Enjoys aligning complex project pieces, works with a sense of humor and delights in being part of a "first-ever" product delivery; works well collaboratively and independently
- Excitement for an entrepreneurial, mission-driven, start-up organization with flexibility to take on new tasks as they arise
- Subject matter expertise in affordable housing or real estate not required; passion for the role technology can play to address the information gap in housing is essential.
- Truly excellent listening, communication (both oral and written), and presentation skills
- Applicants should have access to their own workspace from which they can comfortably and professionally interact over online platforms such as Zoom with users and the Housing Navigator team.
- BA/BS/AB degree preferred, equivalent relevant experience can be substituted

Housing Navigator Massachusetts is currently working remotely with regular team meetings online. If we are able to return to an office environment in 2021, it is expected to be in Cambridge, MA.

Applicants must be located in and have availability for in-person meetings in the Greater Boston area. If workplaces return to in-person during 2021, limited day travel to other areas of Massachusetts will be required. Please note these geographic requirements before applying. We are not open to candidates who do not meet these geographic requirements.



This is a professional services, full-time contract position anticipated to last an initial 12 months starting January, 2021. No benefits are provided. While HNMI is a nonprofit, we are able to compensate commensurate with the skill set required for this undertaking.

HNMI is committed to a diverse, inclusive environment in housing and its contracting. All qualified applicants will receive consideration for this position without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. Resumes with cover letter to pmhousingnavigator@gmail.com. Submission of relevant work product encouraged.