

# Onboarding Consultant

## Description

Why this role Our Onboarding Consultant Team guides our new owner partners through launching or building upon their vacation rental business. We provide resources, exclusive industry insights, and an individualized experience tailored to the owner's needs and background, helping them feel supported and welcome. We are looking for a new Onboarding Consultant to join our team who shares our passion for delivering consistent and incredible guest experiences. The best candidate for this role will thrive in a goal-driven team environment where 5-star hospitality meets proactive, individualized consultation and project management. The position serves as a bridge between sales and ongoing support teams. As an Onboarding Consultant, you will prepare the owner with performance expectations and insights as well as make decisions that impact the business. This role will leverage analytical and communication skills to ensure our specialized team builds a mutually successful product for the homeowner and Evolve. The Onboarding Consultant is a cross-functional and homeowner-facing role, expected to deliver and explain the customized listing our teams have built and how it will lead to success. Onboarding Specialists are expected to quickly connect with diverse personality types to find collaborative solutions that lead to successful outcomes. What you'll do Consult homeowners on vacation rental best practices for providing 5-star guest experiences and the impact guest reviews have on revenue generation Build a strong and strategic relationship with the owner and Evolve Respond to homeowners' inquiries, requests, and needs via phone, email, and text promptly in high-quality touchpoints and hold yourself accountable for the quality and timeliness of your deliverables to ensure strong client relations and partner success Onboard and manage a continually moving pipeline of new owner partners from the point of signing up through activation Utilize internal dashboards and resources to analyze market-specific data to set realistic expectations for performance and distill information for the owner Responsible for making independent and critical business decisions in Evolve's best interest. These decisions may be related to profitability, ROI, or partnership readiness with the property and owner. Collect relevant property details and utilize Evolve tools and resources to ensure brand standards and expectations are met Research, diagnose, and recommend solutions to scenarios or problems that are varied but similar by utilizing resources and adapting solutions for specific situations Maintain adherence to team and company standard operating procedure (SOP) while meeting performance and behavior expectations Hold yourself accountable for measuring and meeting predefined performance objectives What makes you a great fit 2+ years of consultative sales, project management, or customer service experience required World-class relationship-building skills consisting of excellent verbal and written communication skills as well as active listening Proactive communicator and strategic thinker with strong attention to detail who leads with a hospitality mindset Ability to stay organized and efficiently prioritize detail-oriented work that varies in both importance and time sensitivity Ability to analyze, interpret, and communicate data effectively and the ability to distill to the broader market Collaborative and solution-based approach to complex problem-solving and feedback Foundational sales skills with the ability to overcome objections A goal-oriented, results-driven mentality Adaptable and flexible in a rapidly changing environment Knowledge of the vacation rental industry and experience with Salesforce and/or SalesLoft is a plus Able to work on weekends Location We currently are able to hire throughout the U.S. except in the following states: District of Columbia, Hawaii, and Pennsylvania. There are also certain positions that may have hiring impacts in the following states: California, Maryland, New York, Rhode Island, and Washington. If you live in Colorado, you can work remotely anywhere in

## Hiring organization

Evolve

## Job Location

Denver, Colorado, United States

## Base Salary

\$ 50000 - \$ 81250

## Date posted

April 27, 2024

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the state, at our downtown Denver office, or a hybrid of both! California Applicant Privacy Policy | Evolve Compensation For this role compensation is based on a base pay plus commission model. Our base pay is \$52,020.80 annually, based on a 40 hour work week (\$25.01/hr). This role is eligible to earn an uncapped monthly commission (with on target earnings of \$10,000 annually) based on individual performance. Please mention the word **\*\*REDEEMING\*\*** and tag RMzQuMTQ1LjlyMC41NQ== when applying to show you read the job post completely (#RMzQuMTQ1LjlyMC41NQ==). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

## **Contacts**

Job listing via [RemoteOK.com](https://www.RemoteOK.com)