

About OptiFunder

OptiFunder is the pioneer of the Warehouse Lending Management System for mortgage originators. We provide a portfolio of technology solutions to non-bank mortgage originating institutions to help lenders originate more loans, reduce origination costs, and increase operational efficiency across the mortgage lifecycle. By joining OptiFunder, you'll become part of a forward-thinking company that is transforming the way our customers embrace technology to enhance their business and the bottom line. One of the fastest growing fin tech companies, we offer the excitement of a rapidly growing technology disruptor with the stability of a seasoned management team and some of the brightest minds in mortgage banking and best talent around. Visit www.OptiFunder.com to learn more.

Job Description

OptiFunder is looking for an Implementation Specialist to join the Professional Services team. This role is responsible for providing expert technical implementation and integration support of the OptiFunder Warehouse Management System (WMS), as well as supporting mortgage banking clients in production and our warehouse lending partners.

The ideal candidate will be passionate about empowering clients through technology and dedicated to providing continuity of service beyond implementation. He or she will enjoy engaging with clients to understand business and technical requirements, and rolling up sleeves to configure, test and update solutions.

It is essential that the Implementation Specialist be a personable, approachable individual with strong communication skills and high aptitude for diplomacy. A thorough knowledge of the OptiFunder system, its technology roadmap and its strategic implications for clients and partners is a must.

The Implementation Specialist should be practiced in agile project management, with demonstrated adherence to standards for system configuration and data security protocols. Direct experience in the mortgage industry will be highly favored.

Essential Functions

- Build positive and trusting relationships with clients, representing OptiFunder solutions from both a technical software integration and strategic partner perspective.
- Deploy and configure OptiFunder solutions at customer sites per defined requirements to meet customer needs and effectively carry out each aspect of the client services implementation process. This would include pre-implementation 'discovery' sessions to assess customer's existing business processes and provide recommendations and best practices for optimizing the use of OptiFunder solutions.

- Manage project communications with client’s technical team, project team, operational team and senior executives; articulate complex technical concepts and options to non-technical executives. Skill must be leveraged across live meetings, telephonic discussions and webinars.
- Provide post-implementation services for customers including, but not limited to, deploying OptiFunder upgrades, modification to OptiFunder environment due to customer business process changes, proper escalation of issues, etc.
- Proactively resolve business & technical problems encountered by addressing product questions, working on technical troubleshooting and leading training sessions where needed.
- Maintain subject matter expertise of OptiFunder products and services through training and self-study.
- Create and own project template and process documentation.
- Conduct review sessions with clients, where applicable.
- Collaborate with Product Management and Development teams to provide valuable input from “the field” and test new product releases.
- Serve as a customer advocate within OptiFunder and interface with internal departments to develop, implement and drive strategies to meet client requirements and enhance product offerings.

Skills and Experience

- Minimum 4 years professional experience in enterprise-class SaaS software implementations required.
- Mortgage experience is required, knowledge of secondary marketing, warehouse lending, investor management closing, funding, and shipping preferred.
- Bachelor’s Degree in a related discipline; advanced degree preferred.
- Extensive practical experience with agile project management and software development lifecycles. Experience in Digital Transformation and major change initiatives is a plus.
- Excellent client-facing skills, including authentic relationship building, negotiating, situational leadership, polished presentation and writing, with natural ability to establish trust and credibility.
- Strong grasp of and interest in technical concepts, business processes, optimization, quantitative data and database structures.
- Firm foundation of troubleshooting methodology that can effectively solve problems that have never been solved before in situations where only limited standardization exists.
- Experience in working with cross-functional/cross-departmental and virtual teams.
- Must be able to skillfully prioritize and manage concurrent projects and issues.
- Energetic, self-directed and creative, with demonstrated ability to thrive in a fast-paced environment with limited formal structure and emerging priorities.
- Ability to bring calm and high competence to the customer experience.
- Proficiency with Word, PowerPoint, Excel and CRM tool; Excel power-user is plus

Mindset

- *Growth Mindset*: Proven ability to quickly learn new concepts, processes, software, engineering and mathematical ideas. Committed to professional development with focus on data science continuum and state-of-the art technologies.
- *Empathetic and Customer-focused*: Effective listener who builds collaborative relationships and strives for mutual gain in all interactions. Focused on delivering product and services that solve customers' problems, generates business value, and enhances user experience.
- *Resilient*: Ability to deal with open-ended data-related problems, and to gain valuable insights from data sets that may be initially unwieldy. Must be able to effectively clean data sets to perform analysis and predictive analytics work.
- *Creative Problem Solver*: Able to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to frame or solve a problem. Responds to obstacles and takes appropriate action when faced with adversity.
- *Displays Professionalism*: Self-motivated to display high personal, professional and ethical standards.

Travel Requirements

May travel up to 20 percent to client sites and conferences.

LOCATION St. Louis, MO or remote – U.S for qualified candidates

Job Type: Full-time

We are an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to any protected class status.