Senior Client Care Co-ordinator

Job Description

# **Position Requirements**

* Outstanding communication skills (written, verbal and listening)
* Ability to build relationships that generate repeat and referral business
* Valid driver’s license and vehicle
* Active Real Estate License
* Ability to work flexible hours including some evening and weekend work

## Key Responsibilities

* Client care
* Listing client project co-ordination support
* Buyer client process oversight and project co-ordination support
* Personal assistance to Team Leader
* Marketing & advertising support
* Support to sales team members and Client Care Manager as required

**Listing Support**

* Assist with producing CMAs & running comparable property searches
* Printing CMA & listing presentations, maintenance of CMA directory
* Attend listing preparation appointments as required for floor plans, photos, inspections, etc.
* Assist Team Lead in open house preparation & set-up including sign drops & pick-ups
* Opening & closing properties, including on weekends on a shared responsibility basis with other team members
* Manage/check open house entries on TREB, Reator.ca and Team website
* Serve as key contact for arranging buyer & appraiser property visits
* Delivering marketing materials and installing/servicing lockboxes on properties
* Purchasing flowers for photo shoots & maintaining arrangements ongoing in support of active listings
* Oversee ongoing Buyer Broker feedback on listing showings

**Buyer Support**

* Implementation & management of buyer communication & support process
* Establish & maintain buyer files
* Maintenance of Team buyer list
* Trigger ongoing buyer communication in support of Team Realtors
* Prepare buyer offers & track all related dates & paperwork re: conditions, amendments & waivers, lawyer submissions, visits, closings, etc.
* Attend buyer appointments, visits, appraisals, inspections, etc. as required
* Co-ordinate all buyer documentation for Client Care Manager for submission to accounting hub
* Oversee key buyer communication touch point components: thank you letter, pre-closing letter, 6 month letter, buyer closing gift database

### General Support

* Act in personal assistant capacity to Team Lead and book Team Lead appointments
* Respond to weekend call inquiries on a rotating basis with other Team members
* Accounting data entry support for the Team
* Ongoing responsibility for website content management and proofing
* Proficiency in the use of equipment and software including, but not limited to:
Top Producer, MLS, Microsoft Word, Excel & Powerpoint
* Serve as a reliable, credible brand ambassador for the team in various client interactions
* Computer and database work as requested: maintenance of client mailing lists in Top Producer
* Team statistical and database input, tracking & maintenance
* Maintenance of Team listing & deal boards
* Participate in team meetings
* Assist Team Lead & other team members as required

**Performance Guidelines**

* Maintain a positive attitude at all times
* Appropriate business attire and excellent personal hygiene
* Consistent punctuality & ability to complete work accurately and on a timely basis
* Comprehensive understanding of all Team programs and processes; ability to explain to anyone the benefits of dealing with the Team.
* Speak positively about the Leader and Team members, at all times.
* Always speak of the business as a Team (use our / we *vs.* I / mine).
* When speaking to a buyer / seller / lender etc., maintain a positive, solution-oriented focus at all times, regardless of difficult circumstances
* Bring questions / concerns / problems to the attention of the Team Leader immediately.
* Be willing to learn, adapt to changing circumstances and continually support the growth of the business and everyone on the Team
* Be willing to perform tasks that are outside the realm of normal responsibility as necessary to maintain optimum performance & professionalism of the Team