

Position: Real Estate Sales Administrative Assistant

Reports to: Managing Broker



Organization General Description:

After 25 years and an initial seed capital of \$30,000 from area parishes, The Resurrection Project has become a powerful and effective social enterprise that seamlessly blends community development, community organizing, and advocacy with human services delivery to create vibrant, healthier and involved communities. Our efforts have resulted in leveraging \$346 million in community investment.

General Job Description:

The Real Estate Sales Administrative Assistant's primary responsibility is to assist TRP's team of real estate brokers with scheduling appointments, filling out contracts electronically, making follow-up calls, requesting updates from loan officers and lawyers, creating forms to better organize files and client information, and inputting listings on the MLS. He/she will assist with putting together real estate forms in folders to speed the process of client interviews. The Administrative Assistant will be required to obtain his/her real estate license within the first six months of employment. .

Primary Job Duties and Responsibilities

- Administrative support for broker team.
- Client management tasks, including making phone calls, preparing mailings and other follow-up activities.
- Handle calls from new clients and follow-up on client contact: answer general questions, schedule appointments for brokers, schedule showings on behalf of broker, provide follow-up feedback for showings.
- Call clients who did not show up for appointments to reschedule.
- Call clients who attended home buyer education class and need to schedule an appointment; send "we miss you" postcard to clients we have not been able to reach by phone or email.
- Obtain all necessary signatures on documentation as instructed by broker team.
- Coordinate all public open houses and broker open houses.
- Input all listing information into MLS and marketing websites and update as needed.
- Schedule 30 Day, 90 Day & 120 Day client customer service follow up calls to assist with any home improvement provider recommendations and to ask for referrals.
- Use the HATS database system to track client progress and Multiple Listing Service, Outlook and other electronic tools to provide the best service to customers.
- Office support, including database entry and file maintenance, labels for folders, help maintain organized files to maintain file compliance.
- Regularly obtain client testimonials for websites, social media and other marketing materials.
- Coordinate the preparation of all listing and open house flyers, graphics, signage and all other marketing materials.
- Create and regularly prepare all buyer and seller consultation packages
- Attend and participate in required staff meetings, sometimes in place of brokers, maintain accurate notes during these meetings.
- Provide excellent internal and external customer service on a daily basis.
- Regularly assist agents to manage and enhance media presence, including tracking and coordinating all inbound leads from websites, social media and other online sources.
- Aide in coordination of all client and vendor appreciation events.

- Communicate and coordinate with other internal departments, including but not limited to Home Purchase Advisors, Real Estate Development, and Marketing to ensure best practices in service provided to customers.
- Complies with all applicable regulations, policies and procedures. Maintains required job skills and core professional competencies.
- Other duties as assigned by Broker team.

Essential Qualifications and Skills:

- Bilingual in English and Spanish required.
- Proficient knowledge of MS Office, Outlook and Internet required.
- Demonstrated ability to build relationships and work effectively with people of diverse social, faith, economic and racial/ethnic backgrounds.
- Excellent verbal, analytical, writing, and organization skills.
- Excellent demonstration of customer service skills.
- Time management. Ability to manage time effectively to accomplish several tasks concurrently.
- Looks for ways to enhance and bring new ideas to the position.
- Highly motivated and demonstrated ability to work independently as well as part of a team.
- Attention to details.

Education and Experience:

- Real Estate License: obtain his/her real estate license within the first six months of employment.
- High School Diploma (minimum level of education)
- Two years' experience in administration or related field (e.g. administrative assistant, receptionist preferably in a Real Estate office).

Special Working Conditions and Demands:

- Must be able to work flexible hours including evenings and weekends to assist real estate brokers with appointments and contracts. Will work with Managing Broker to establish schedule.
- Possibility of working from home upon approval from Managing Broker.

Position Classification

Full-time, Non-Exempt

Statement of Equal Opportunity:

The Resurrection Project is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex (including pregnancy), national origin, ancestry, age, marital status, sexual orientation (including gender identity), military status, disability, or language (any language use not related to job duties).

To Apply: Please submit a resume and cover letter describing your interest and skill set to trpjobs@resurrectionproject.org. Please no phone calls.