

Position: Administrative Assistant

Job Description:

1. Provide Administrative support to the business owners.
2. Manage calendars: Keep owners apprised of calendar, action items, messages and relevant business issues, both internal and external.
3. Make appropriate, informed decisions regarding owners available time
4. Screen incoming calls, correspondence, interoffice materials. Determine the priority and respond appropriately. Make recommendations as needed regarding appropriate action and follow-up.
5. Email management: Uses judgment when processing email. May compose messages/replies on behalf of owners.
6. Gather voicemail messages and phone messages, taking initiative on appropriate action or routing to appropriate person.
7. Make travel arrangements as needed.
8. Create and format documents electronically including letters, emails, marketing materials, status reports, spreadsheets (Excel), and other related documents.
9. Copy, scan, file, and track a variety of business documents.
10. Coordinate meetings including scheduling, agenda creation & logistics.
11. Manage confidential business matter and files.
12. Ensure smooth operation of systems for sellers, buyers, lead generation, contact database management, and back office support. Ensures that all systems and processes run efficiently, making revisions as needed.
13. Responsible for maintaining financial system. This includes entering receipts/invoices, paying bills, assuring the collection of commissions, budget tracking, and generating financial reports. Responsible for the accuracy and timeliness of all financial information.
14. Develops and maintains all team filing systems (listings, contracts, legal, correspondences, etc) and computer databases. This includes making sure that all reference material and forms are available and current.
15. Coordinates the purchase, installation, and maintenance of all office equipment.
16. Serves as the first point of contact in handling customer inquiries.
17. Responsible for keeping owners informed regarding any problems or issues that need to be handled
18. Maintains Operations manual that documents all systems and standards.

Required Skills:

People Skills:

1. Able to communicate effectively with peers, superiors, and customers, both in written and verbal form. You must be able to work with both vendors and customers.
2. Able to block out distractions in order to truly listen to the conversation that is occurring.
3. Create a sense of comfort and familiarity through your ability to build rapport
4. Able to diffuse difficult situations and resolve to the satisfaction of all parties involved.
5. Must have the ability to negotiate and mediate effectively on behalf of clients as required. Must also be able to negotiate with vendors to receive fair rates for services and products.

Technical Skills:

1. Proficient in the use of the MS Office Package to include Word, Excel, Publisher and Outlook.
2. Able to use a contact database system.
3. Must be able to type at least 50 words per minute.

Job Specific Skills:

1. Excellent organizational and time management skills.
2. Works well under pressure. Able to remain calm despite tight deadlines.
3. Experience or ability in creating marketing material. It is more important to have a creative eye than have actual training in this skill.
4. Must have project management skills. Able to plan, execute, and evaluate all projects.
5. Must be able to enter data quickly and accurately.
6. Must have strong research skills that can be used to recommend products and services, both for internal use and for our clients.
7. Background in some bookkeeping desirable. Must be able to enter receipts/invoices and print reports using accounting software (QuickBooks Pro).

Experience:

Administrative Experience: 3+ years desirable

Service Experience: 2+ years desirable

Real Estate License: Preferred but not required if you're motivated to become licensed

Required Discipline and Habits:

1. You will have a high level of **urgency**. This will be demonstrated by your ability to move projects/tasks through to completion at a very quick pace. You must have the ability to immediately give attention to a task as the changing demands of the environment dictate.
2. You will be **accountable** for your actions. You will demonstrate this by your ability to take responsibility for your actions/outcomes at all times regardless of whether the outcome was positive or negative.
3. You must have effective **time-management** skills. This will be demonstrated by consistently meeting deadlines. You must be able to effectively use your calendar to "block" time for projects and ensure that all deadlines are met on time and under budget.
4. You must have **strong organizational skills**. This will be demonstrated by the ability to organize projects, files, your time, and to create organization in a systematic and consistent manner.
5. You must be **detail-oriented** and **thorough**. This will be demonstrated by the ability to consistently do projects that require extensive detail and accuracy. This could be illustrated through meticulous record keeping.
6. You must have a **professional demeanor**. This will be demonstrated by your presence when walking into a room. You will be well dressed and polished and will project an image of professionalism.
7. You must be **flexible**. This will be demonstrated by the ability to change direction quickly as the business need requires.
8. You will be **proactive**. This will be demonstrated by taking on new projects or solving problems as they arise without having to be asked.
9. You will be **persistent**. This will be demonstrated by a willingness to push through difficult challenges and see projects through to completion.

Required Values and Motivation:

1. You must value **commitments**; have a **strong work ethic**; and desire **results** and **success**. This will be demonstrated by a pattern of following through on deadlines and consistently meeting job standards. This will also be demonstrated by putting in the hours necessary to get the job done, regardless of how long it takes.
2. You must value **communication** and have a **servant leadership** mentality that creates a desire to provide high-levels of **customer service**. This will be demonstrated by effectively responding to customer calls/emails within a 24-hour period. This will also be demonstrated by going the extra mile to ensure that customers' needs are met. You will always be asking, "how else can I help you". You **actively listen** to customers and are able to recall key points that were covered during conversations.
3. You will value **focus**. This will be demonstrated by the ability to bring the appropriate level of attention required to any task so that the task is completed successfully.
4. You will value **fun**. This will be demonstrated by a well-balanced attitude towards work, where a strong work ethic does not come across as a workaholic mentality. You will bring a sense of joy and fun to the office environment.
5. You will value **honesty**. This will be demonstrated by a willingness to always tell the truth, even if it means admitting mistakes or delivering bad news.
6. You will have strong **initiative**. This will be demonstrated by seeking out opportunities for growth or taking on new responsibilities without having to be asked.
7. You will have **integrity**. This will be demonstrated by "**doing the right thing**" in the face of adversity.
8. You will be **knowledge** or learning-based. This will be demonstrated through a pattern of acquiring and applying knowledge from your work history. This learning based attitude will be demonstrated by continual self- improvement that results in enhanced excellence in all things.
9. You will have a **positive attitude/energy**. This will be demonstrated by the fact that others will gravitate towards you and you will be considered the go-to person. You consistently see the "positive" value in situations rather than being negative and blaming others.
10. You will value **quality** and **excellence**. This will be demonstrated through a sense of pride in a job well done. It will also be demonstrated by holding other team members and vendors to a high standard of excellence.
11. You will have a strong sense of **self-discipline**. This will be demonstrated through the ability to self manage tasks without a lot of supervision.
12. You will value **teamwork**. This will be demonstrated through the **relationship** you have built in past work environments and your desire to work with others toward the achievement of a common goal.
13. You will be **tenacious**. This will be demonstrated through a willingness to push through difficult challenges (extreme growth, economic changes, difficult people) and continue to remain positive and productive.

14. You will value **trust**. You will be handling legal and accounting documents and confidentiality is required. This means you must be trustable to keep all client issues, files and financial documents in the strictest confidence.
15. You will value **profitability**. This will be demonstrated through a lead with revenue approach to spending and by constantly paying attention to the bottom line.
16. You will value **passion** and **loyalty**. You will illustrate this by enthusiasm and respect for the Real Estate industry, supervisor and team members.

Tasks:

Administrative Assistant (Level 2)* Marketing and Administrative Manager (Level 3-7)*	P = Priority Tasks X = Extra Tasks
Goal Setting, Planning and Leadership	
Train (only applicable when someone reports to you)	P
Coach and Consult (only applicable when someone reports to you)	P
Design and implement systems	P
Review Annual/Monthly/Weekly Goals	P
Maintain planned use of time	P
Set Goals & Develop Plans	X
Lead Generation, Advertising and Promotion	
Contact Management (client database)	P
Lead Tracking and Coordination	P
Call follow up to database	P
Write and Place Advertising	P
Produce Graphics and Feature Sheets	P
Prepare Seller Listing and Pre-Listing Packages	P
Prepare Buyer Packages	P
Schedule and Coordinate Mailers with Mail house	P
Send out Lead Follow-up Mail Pieces	P
Prepare and Coordinate mailings	P
Maintain a file of Testimonials	P
Handle consumer complaints	P
Photography	X
Prepare Relocation Packages	X
Purchase Gifts and Promotional Items	X
Coordinate Community Service	X
Set up and Maintain Talking/Text Ads (IVR/TXT Msg)	X
Seller Prospecting and Servicing	
Research the Market and Prepare a Comparative Market Analysis	P
Prepare and Deliver a Pre-Listing Package	P
Arrange for Signs	P
Arrange for the Lock Box	P
Take or Arrange for Photographs	P
Coordinate Service Providers for Property Preparation, and Meeting them at Property as necessary.	P
Put Information in the MLS	P
Put in or Link to Websites	P
Prepare and Provide Graphic Feature Sheets	P
Update the MLS and Websites	P
Arrange for Flyers and Marketing Materials	P
Gather and Provide Feedback from Showings	P
Set up Showing Procedures	X
Arrange for an Office Tour	X
Buyer Prospecting and Servicing	
Provide a Buyer Representation Packet	P
Research the MLS	X
Send Updates to Out of Town Buyers	X
Meet Property Inspectors as needed	X
Administration and Accounting	
Setup and Maintain All Files	P

Maintain Listing Property Files	P
Maintain Contract Files	P
Maintain Archives	P
Transaction Coordination	P
Open and Distribute Mail	P
Schedule Events and Meetings	P
Maintain All Databases	P
Produce report of advertising results	P
Maintain Chart of Accounts	P
Do Bookkeeping	P
Print Monthly P&L Statements	P
Prepare for Tax Filings	X
Make Photocopies	X
Read and Answer email/mail	X
Buy Supplies	X
Inventory Supplies	X
Make Appointments for Showings	X
Maintain Equipment	X
Manage Inventory of Signs and Lockboxes	X
Make Bank Deposits	X
Review Bills	X
Write Checks	X
Research and Communications	
Answer Phones	P
Take and Deliver Messages	P
Send and Receive Faxes	P
Send and Receive Email	P
Deal with Correspondence	P
Schedule and Attend Training	P
Check Voice Mail	P
Return Calls	P
Provide 800# for Advertising	X
Maintain Real Estate License (if applicable)	X

* Marketing and Administrative Manager is still responsible for all of the above tasks; and may be holding someone else accountable for the actual completion of some of those tasks.