

EMPLOYMENT OPPORTUNITY

SALES COORDINATOR

FIFTH AVE

About Fifth Avenue

Located in Surrey, Fifth Avenue Real Estate Marketing Ltd. (www.fifthave.ca) specializes in project marketing and sales – licensed with comprehensive service of sales and marketing geared to multifamily residential developers from hi-rise development to ground oriented master planned communities predominantly throughout the Metro Vancouver. With a 36-year track record, we have always taken a leadership position in the industry, proactively innovating to keep pro-active pace with changing consumer behavior and market conditions. We have to know how to apply solid recommendations to our developer clients with string consistent leadership skills, a solid reputation, a highly efficient administrative series capability well-established business systems and processes. We emphasize the importance of relationship capital with our developers, consultants, suppliers, head office and sales support personnel. Our company has become the local and national recognized expert in our industry.

Overview

The Sales Coordinator is an important member of the Sales Team for the Project. This role supports the Sales Team to ensure effective and efficient performance of the Marketing and Sales Program. In general terms, this role involves working closely with the Sales Manager to ensure the Sales Team meets or exceeds sales performance plans or targets. More specifically, this role leads the overall operations of the sales centre environment including reception; information system management; customer relationship management; performance reporting; expense reporting; invoice coding; budget management; and contract administration. This also includes close coordination with the marketing resources assigned to the Project thereby ensuring appropriate utilization and management of the buying and selling aids/tools and equipment available for use by the Sales Team and effective and efficient execution marketing and sales related activities and events.

Focus and Responsibilities

- Project support for Sales Managers
- Contract and Paperwork Administration
- Management of CRM
- Daily, weekly and monthly sales reports
- Support on-site sales initiatives
- Contribute to regular follow-up

Program Skills Required

- Understanding of Lasso, Spark CRM
- Realtor Link (MLS)
- Intermediate Office – Excel, Word, PowerPoint
- Trading Services License
- Ability to Write Legally Binding Contracts
- Understanding of Paperless Contracts
- Active on Social Media

More specific duties include:

Assist the Sales Manager in the coordination and implementation of all marketing initiatives at the Sales Centre.

Help manage the Sales Team related aspects of the Program Budget and act as overall steward of the Program Budget with the Sales Manager including coordinating and coding invoices.

Prepare and oversee maintenance of Prospective Buyer and owner database.

- › Ensure compliance of all real estate regulations in all Prospective Buyer communications and that all communications and/or activities sent out or performed by the Sales Team are also compliant
- › Establish and maintain effective relationships with other team members and third party internal and external stakeholders including agencies and third-party vendors
- › Create accurate Weekly sales performance reporting and work with the Sales Manager to disseminate this vital information.
- › Maintain information systems on unit sales, deposits and other key information in pre-determined database systems.
- › Assist the Sales Manager in implementing the approved sales contract administration prices for each project. Note: This will include the management if any deposits collected prior to the sale.
- › Track all unit sales and commissions. Fill in the commission summary sheet or enter into the respective system for the sale of each unit and submit reporting to the identified representative.
- › Work closely with the Sales Manager to continuously improve the operations of the Project.
- › Work with the Sales Manager and Marketing Department in leading the set up and coordination of special events from an operational and administrative perspective.
- › Uphold Project standards in cleanliness for the Retail Environment
- › Greet Prospects in the Retail Environment and assisting where possible
- › Responsible for setting up and closing down the Retail Environment and/or Sales Office on a daily basis or for arranging for coverage when out of the office
- › Monitor and maintain inventory of office supplies in Retail Environment
- › Monitor and maintain inventory for Project collateral in Retail Environment
- › Attend all team meetings and take minutes where applicable and distribute through proper channels
- › Maintain office policies and procedures
- › Marketing administration (photocopies, collating, etc.)
- › Reception duties as required
- › Ensure all equipment such as fax machine, photocopier, and phone systems are fully operational.
- › Provide first line support for technical issues to Sales Team (liaise between Sales Team and tech support, if applicable)
- › Ensure kitchen is properly stocked with beverages, coffee, and coffee supplies
Manage all supplier accounts
Coordinate all mail, couriers and shipping as needed to support the Project
Special projects as appointed by the Sales Manager

Competencies:

1. Action Oriented

Is action oriented and enjoys working hard; is energetic and willing to take on challenging assignments; seizes personal development opportunities.

2. **Client/ Customer Focus**

Is dedicated to meeting the expectations and requirements of internal and external customers; seeks customer information and uses it for improvements in products and services; acts with customer in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

3. **Organized**

Can marshal resources (people, funding, material and support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files it in a useful manner.

4. **Perseverance**

Pursues everything with energy, drive and a need to finish; seldom gives up before finishing; especially in the face of resistance or setbacks.

5. **Priority Setting**

Spends their time and others time on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.

Skills, Knowledge and Experience Recommended/Required:

- › Strong communication skills (verbal and written)
Exceptional writing, copy, and editing skills
- › Highly organized and detail oriented with thorough follow up skills
Superior problem-solving skills
- › Highly professional with an ability to keep poise under pressure
Goal orientated
- › Proactive and focused with a positive attitude
- › Prior experience working with the public in a consumer facing position Working knowledge of web social media, database, and digital strategies and principles
- › Experience and knowledge of Lasso or other Customer Relationship Management (CRM) systems is a benefit but not a prerequisite
- › University or College Degree is recommended but not required
- › Experience within the real estate or related industry is recommended but not required
- › Background in marketing and administration is recommended but not required
- › Professional and presentable, ability to connect well with other people
- › Event administration experience is recommended but not required
- › Experience and knowledge of Lasso or other Customer Relationship Management (CRM) systems is a benefit but not required.

DOES THIS PEAK YOUR INTEREST?

Individuals who are interested and meet the above-mentioned criteria are encouraged to submit their resume with cover letter to homes@fifthave.ca. Please include "Sales Coordinator" or "Sales Coordinator Position" in the subject line of your e-mail. While we thank all candidates for their interest, only qualified individuals will be contacted for follow-up.