

## Job Description for Commercial Client Service Coordinator

### Main Functions:

We are currently looking to hire a Client Service Coordinator at Frontline Real Estates Services Ltd. In this role you will work closely with a small group of our commercial agents, supporting them by completing detail-oriented work so they can elevate their time to focus on relationship building and, ultimately, executing transactions.

This role requires a great amount of attention to detail, problem solving skills, organization, and a proactive work ethic. You will gain an in-depth understanding of your team's goals and how you contribute to achieving them.

In this role, you will manage the in-office portion of deal writing and drafting listings as well as assisting the Director of Marketing with marketing initiatives. These responsibilities will involve direct communication with clients, coordinating timelines, arranging meetings and delegating tasks.

The team's various systems and infrastructure will also be yours to manage, update and implement depending on current goals and areas of focus.

This role would be ideally suited for someone with a background in real estate, law, or lending but if you have a high level of attention to detail, are looking to build your career, and enjoy a high-performance work environment that is highly rewarding then this role is made for you!

### Core responsibilities for Commercial Client Service Coordinator include but are not limited to the following:

- Communicate with landlords, property owners and clients as directed by agents
- Draft listing agreements, addenda, contracts, deal maintenance
- Execute listing/closing checklists
- Prepare, key in, edit and proofread agent correspondence, documents, reports and related material as required
- Coordinate offers and necessary supporting documents with agents
- Organize client gifts
- Diarize deal list and update as deals progress
- Maintain listing, deal and sale information in Customer Relationship Management system "CRM"
- Conveyance procedures in relation to agent deal documentation
- Review, evaluate and email agents and/or clients for required items, manage deal audits
- Enter accounts, contacts, opportunities & properties into CRM
- Enter data and maintain mapping system
- General office functions pertaining to operating office equipment (copying, scanning, mail etc.)
- Prepare proposals and surveys for agents, as needed
- Create mailing lists for listings, campaigns, mailers, etc.
- Create prospecting call lists for agents
- Coordinate and manage booking meetings for agents
- Calendar management for agents, task reminders

- Pull BC Online Title, Corporate Searches (right of way, covenant, easement, survey plan)
- Perform a variety of internet research tasks, filing and data entry
- Pull research reports from major firms (quarterly) and distribute to agents
- Compile content for listing brochures
- Coordinate approval for and adhering to marketing budget
- Coordinate with Marketing Director on all marketing initiatives/campaigns
- Update brochures, listings and marketing initiatives as needed
- Attend daily morning team huddles
- Attend weekly marketing meetings
- Attend weekly administration meetings
- Attend annual company performance meetings
- Perform any other duties related to the position of Client Service Coordinator as directed by the partners and agents

**Employment Requirements & Assets:**

- Completion of a one or two-year college or other program for administration
- Experience working in a professional business environment
- Experience in real estate is an asset
- Proficient in Microsoft Office (Word, Excel, Outlook, Teams)
- Experience using a CRM program (Salesforce) is an asset
- Strong written and verbal communication skills
- Strong organizational skills
- Ability to meet deadlines in a fast-paced work environment

**Working Conditions and Salary:**

- Our office hours are Monday – Friday from 8:30 am – 4:30 pm, however, your work hours may vary based on the flow of business.
- Hybrid work schedule available – a combination of both remote and in-office (free parking, onsite fitness centre, coffee station)
- Necessary tools and equipment (ex: laptop) will be supplied
- Salary based on experience, starting at \$47,000 + opportunity to earn commission, dependent on licensing and value added
- Competitive extended health benefits (after 3-months)
- RRSP matching program (after 3-months)

**If you are interested in this opportunity, click [here](#) to apply.**

Please note: if you are chosen for an interview, you will be contacted to complete compulsory light personality testing.