



Position: Sales Administrator & Customer Care Support
Reports to: VP of Marketing, Sales and Customer Experience
Works with: Porte Development Team
Compensation: Salary+Benefits
Start Date: Immediately
Submit Resumes to: careers@porte.ca

THE TEAM:

There are countless reasons to consider a career with Porte. For starters, you'll be part of an encouraging, supportive team with plenty of room for growth. Plus, you'll enjoy perks like weekly fitness training sessions and team building events throughout the year.

And, of course, you'll be an integral part of a family company building on over 50 years of success, amazingly generous charitable work and progressive leadership in the real estate industry. To learn more about us, visit porte.ca.

JOB SUMMARY:

The Sales Administrator is responsible for ensuring that all contracts of purchase & sale are recorded accurately to help ensure a flawless buyer experience along with tracking and reporting sales inventory, revenue and options & upgrades. The Sales Administrator will interact with our customers when collecting deposit and coordinating options and upgrades. In addition the Sales Administrator will provide support to the marketing and sales team as needed. The Sales Administrator will play a crucial role in the closing process of the condo projects assisting with conveyancing and reviewing statements of adjustments.

JOB DUTIES:

Sales Administration

- Ensure contract and inventory details are accurate in CRM, Sales folders are accurate and contracts are legally binding
- Record and track options, upgrades & parking
- Track, collect and send deposit cheques to lawyers
- Designated FINTRAC officer
- Prepares and sends thank you cards, emails and letters to purchasers and realtors
- Review conveyancing documents and ensure Realtor Commission details are recorded
- Train sales team on CRM / Keep sales training binder up to date
- Provides assistance to the on-site sales team to ensure they have adequate supplies and technical equipment for proper setup.
- Attends all launches and events and fills in on site when needed
- Responsible for maintaining a list of purchasers and realtors
- Produce weekly reports to the development team
- Reviews daily traffic reports for accuracy

Customer Experience Support

- Assists as needed in preparing and sending out closing documents to buyers and realtors
- Assists in getting homes prepared for move-ins and with key turnovers
- Fills in for Customer Experience Coordinator when on vacation

External Communications

- Represents the company appropriately in relationships with prospects, buyers, project advisors, suppliers, other industry players and the public.

Other Duties

- Performs other duties, as required.

TEAMWORK AND SUPERVISION:

- Works collegially with the Construction, Development, Property Management, Finance and Customer Experience teams, as well as with external consultants attached to these teams.

WORKING CONDITIONS:

- Office hours from Monday to Friday, 9:00 to 5:00
- Occasional work outside normal office hours, including weekend and evening work to accommodate for launches, events and busier time periods.

REQUIREMENTS:

- Minimum 1 to 2 years of Real estate experience is preferred, working in an office environment or at Presentation Centres
- Strong administrative background
- Experience with Microsoft office programs and real estate CRM such as Spark, Lasso or other is an asset
- Experience liaising with customers is an asset