



Job Description

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| POSITION: | Brokerage Assistant |
| REPORTS TO: | Managing Broker & Office Manager |
| CLASSIFICATION: | Non-Exempt, Full Time |
| EFFECTIVE DATE: | February 2018 |

POSITION SUMMARY

Provide support and assistance to Executive Management staff and Independent Brokers in areas of detailed correspondence and document preparation, listings, transactions, sales documents and other related sales activities. Provide back-up support to other Assistants, when needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Essential functions include but are not limited to:

1. Manages projects that support the business mission. Performs confidential functions including written correspondence, ensuring accuracy, completeness, and appropriateness of format.
2. Produces memos, compiles marketing packages, purchase and sale agreements, lease agreements, listings, sign requests, and generates mailers and flyers.
3. Manages digital and hard copy files for quick reference and retrieval per Washington and Idaho State Auditor guidelines.
4. Provides administrative support in a variety of capacities including phone coverage, copier projects, mail handling, and completing specially assigned projects. Follows-up on projects and ensures completion.
5. Answers departmental phone in a customer-friendly fashion. Answer sign calls and takes messages or directs the caller to the appropriate Broker.
6. Works with other administrative personnel to accomplish organizational goals. Assists in overflow work in preparing flyers, lease and/or sales documents.
7. Creates and maintains various database and spreadsheet files for executives. Maintains and manages CBA database and transaction tracking database as needed per company, Washington and Idaho State guidelines.

8. Assists marketing department as necessary with updates on all individual and corporate profiles and brochures.
10. Backs up and provides assistance to receptionist for lunch and/or breaks as needed.
11. Ensures credit release authorizations are signed before running report and then scanned and saved to the CA (Confidential Authorization) folder.
12. Performs other duties as assigned.

DESIRED QUALIFICATIONS:

- 3+ years' professional sales office experience in a support position.
- Knowledge of real estate industry and jargon.
- Working Knowledge of Publisher, InDesign or other graphics software for updating flyers preferred.
- Ability to work as a team player.

COMPETENCIES AND REQUIREMENTS:

- Ability to interface well with all departments within the company and to represent the executive office in a highly professional manner.
- Demonstrated ability to communicate effectively and professionally with customers, clients, and internal or external contacts to the organization. Excellent writing, spelling and grammar skills.
- Possess a high degree of proficiency with MS Office products, including Word, Excel, PowerPoint and Outlook. Familiar with Adobe Acrobat, Publisher and other graphics software.
- Aptitude and interest in technology. Exemplary customer services skills.
- Attention to detail. Demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- Ability to identify problems and collaborate with others to solve them. Uses sound judgment.
- Maintain high levels of confidentiality. Ability to handle sensitive material concerning the organization.
- Demonstrated ability to handle multiple tasks simultaneously. Exceptional organizational skills required. Ability to meet deadlines.
- Requires continuous sitting at a desk or computer terminal, writing and keyboarding/ typing.
- Ability to move about the office with occasional bending and reaching.
- Unassisted lifting up to 25 pounds.