

Bowes Team

Job Description for *Personal Assistant*

The unlicensed personal assistant to the Bowes Team will serve as the Client Services Coordinator (CSC) and be the first line of contact for most customers and clients for the Bowes Team. First impressions are of the utmost importance to the team, the CSC must be a "people" person who is detail-oriented, efficient, reliable, energetic, and quick-thinking with outstanding organizational skills, the ability to cultivate positive relationships, exceptional customer service standards, and be technology savvy.

Dress Code: Business/Professional: The CSC is expected to dress in a professional manner, be well groomed and portray the image of the Bowes Team. No torn clothing, hoodies or inappropriate clothing shall be worn during business hours.

DUTIES:

Personal Marketing and Lead Generation for the Bowes Team

- a. Schedule and organize personal marketing advertising on a monthly basis to ensure constant personal marketing.
- b. Create monthly newsletter using Bowes Team template
- c. Compile a daily prospect list using the tools available to locate names, addresses and contact information of expired listings and For Sale by Owners (FSBO)

Top Producer Database Management

- a. Enter new contact information into the database
- b. Update contact information in database
- c. Enter new listings and pending sales

Equator – REO System Management

- a. Upload required documents in a timely fashion
- b. Enter data into required forms as provided by listing agent.
- c. Open and close utility accounts as needed.
- d. Complete and mail or upload expense reimbursement forms

Listing Support

- a. Enter all new listings into CTMLS within 24 hours of signed listing agreement.
- b. Maintain photos in MLS and all websites. Ensure all photos are inputted and represent the property well.
- c. Design brochure box flyers for new listings.

- d. Compile a listing book for each new listing to include Flyer, listing sheet, seller disclosures, map of property, town profile, school information and business cards.
- e. Obtain feedback from all showings and forward to seller and listing agent. Keep a feedback log for each property.
- f. Schedule weekly advertising in all advertising media for active listings to ensure clients receive all advertising they were promised. Review all advertising proofs to check for errors or needed changes prior to advertising deadline to ensure we produce only quality media.
- g. Make copies of all ads and send to appropriate sellers on a weekly basis
- h. Assemble pre-listing and listing packets using our standard format.

Closing Coordination

- a. Coordinate all closings using the closing checklist to ensure continuity and good communication between client, agent and CSC.
- b. Keep a record of contact information on forms provided for all buyers, sellers, agents, lenders and attorneys involved in the transaction.
- c. Follow up with mortgage lender to ensure buyer client submits all relevant paperwork required such as tax returns, bank statements, paystubs, employment verification, etc.
- d. Monitor contract dates for mortgage application to ensure the appraisal is ordered, inspection dates, mortgage commitment date and closing date.

Website Maintenance

- a. Maintain all websites to keep information current.
- b. Capture and forward all leads to Bud or Sue in a timely manner so that they may be contacted immediately.

Event Planning

- a. CSC shall coordinate details for Broker's open house, public open house, client appreciation parties, client housewarming parties and other events as the need may arise.

Administrative duties

- a. Answer the phone with a friendly, upbeat attitude and show a caring attitude to everyone who comes in contact with us.
- b. End every telephone conversation with "would you like to speak with Bud or Sue about anything?" to make sure clients know they have full access to us at all times.
- c. Keep a record of which marketing category or contact method netted a particular customer/client. "How did you hear about the Bowes Team?"

Hours:

The CSC position is a 20 hour per week part-time position. The hours will typically be 4 hours per day, 5 days per week but can be somewhat flexible depending upon the needs of the Bowes Team and the CSC.

Salary:

The starting salary for the CSC shall be \$12.00 per hour and will be paid on a weekly basis.