Job Title:	Prospect Mgmt.: Top Producer and Showing Feedback & Phone & Email & Schedule Mgmt.	**Date:**	

Job Description:. To communicate effectively with peers, superiors, and customers, both in written and verbal form. You must be able to work with both clients and customers.

Responsibilities:

1. Provide Administrative support to the business owners.
2. Manage calendars: Keep owners apprised of calendar, action items, messages and relevant business issues, both internal and external.
3. Make appropriate, informed decisions regarding owners available time
4. Screen incoming calls & email correspondence. Determine the priority and respond appropriately. Make recommendations as needed regarding appropriate action and follow-up.
5. Email management: Uses judgment when processing email. May process, compose messages/replies on behalf of owners.
6. Gather voicemail messages and phone messages, taking initiative on appropriate action or routing to appropriate person.
7. Make travel arrangements as needed.
8. Create and format documents electronically including letters, emails, marketing materials, status reports, spreadsheets (Excel), and other related documents.
9. Electronically file, and track a variety of business documents.
10. Coordinate meetings including scheduling, agenda creation & logistics.
11. Ensure smooth operation of systems for sellers, buyers, lead generation, contact database management, and back office support. Ensures that all systems and processes run efficiently, making revisions as needed.
12. Be able to pull up a record of which properties were shown the previous day and call the showing agents to solicit feedback.
13. VA will be provided with a list of questions to ask as well as some scripts and suggestions on gathering the appropriate information.
14. If the showing agent can't be reached they will leave a message and request a call back and attempt to call the agent 2-3 more times during the following 2 days in order to gather the feedback.
15. When they speak to the agent they will type the feedback into our online showing feedback form so that the feedback can be reviewed by the listing agent.
16. Responsible for keeping owners informed regarding any problems or issues that need to be handled.
17. Maintains Operation manual that documents all systems and standards
18. Be able to enter contacts, running queries, exporting data, launching plans and activities, maintaining listings and closings, referrals, create/update templates in Top Producer Website

Part Time or Full Time		**Schedule/Hours M-F**	
Role: GVA, TC, ISA		**Gender Request**	
Time Zone: PST, CST, EST, MST		**Preferred Interview Dates/Time:**	
DISC Preference:		**Skype ID for Video Interview:**	