



BETENBOUGH
HOMES®

JOB DESCRIPTION

First Impressions Coordinator

Sales Team Purpose Statement

To develop and preserve relationships with current and future home buyers that generate new Bettenbough homeowners. To be intentional and excellent while adding value to the home buyers' experience.

First Impressions Coordinator Purpose Statement

To warmly welcome customers as they enter Bettenbough Homes' New Home Center and oversee the daily management of the New Home Center including its maintenance, cleanliness and appearance in an effort to enhance the home buying experience and make a lasting first impression.

Essential Job Functions

- Follow and embrace fundamental sales process that encourages repeat buyers and customer referrals
- Practice empathy with your team members, prospects and home buyers in ways that enhance customer service/satisfaction and support their individual missions
- Warmly greet and welcome every customer that walks through our doors in an effort to make them "feel at home", including observing sales teams daily calendars and being prepared when customers arrive
- Serve as the first point-of-contact for prospective home buyers and seek to set appointments for sales team members
- Proactively prepare the sales environment for the day's sales activities
- Manage the overall maintenance of the model home/New Home Center including, but not limited to, ordering supplies, scheduling cleaning, daily upkeep, etc.
- Manage the onsite up system with honesty and attention to detail
- Professionally answer phone calls and emails and respond to all communication in a timely manner
- Participate in weekly sales rallies
- Role-play with team members daily in an effort to properly demonstrate the product, overcome objections, close the sale and review sales documentation
- Attend all trainings and participate in coaching exercises, which include regular video shops/game film by a third party
- Constantly seek ways to improve the Bettenbough home buying experience
- Provide support to regional sales team members, as needed

Qualifications

- Relational: in order to be successful in new home sales, you must be able to communicate effectively and build trust
- Energetic: you must always be positive
- Self-Starter: ambitious; motivation is key
- Curious: always ask questions, you must discover the needs of those you want to serve
- Self-Manage: superior organizational skills and time management skills
- Team Player: displays humility, hunger to learn and grow and people smarts

Work Environment and Physical Requirements

- Vision for near, mid-range, far and accommodation; hearing for low, medium, and high pitch
- Effective communication skills when dealing with co-workers, trade partners, and home buyers and homeowners
- Requires valid driver's license and clean, working vehicle to travel to locations away from the New Home Center (or model homes) in order to show and tour homes with prospective Bettenbough Homes buyers
- Requires physical ability for standing, sitting, crouching, kneeling, frequent walking, reaching above head and below waist
- Ability to lift 5-10 pounds

Position Hours and Schedule

- Full Time: 40-50 hours a week.
- After hours may be necessary on occasion for trips, to meet deadlines, to work at marketing events, etc.
- Position is not exempt from overtime

Benefits

Company-issued cell phone
Company training and travel
Company-sponsored vision trips