



BETENBOUGH
HOMES®

JOB DESCRIPTION

New Home Coordinator

Sales Team Overview

Build and preserve relationships with current and future home buyers and provide a world-class experience to them to serve them well and generate new Betenbough homeowners.

Job Summary

To warmly welcome customers to our sales center, oversee our model home facility/facilities and assist each new home specialist to provide a seamless and world-class experience for every home buyer.

Essential Job

- Warmly greet and welcome **every** customer that walks through our doors to make them “feel at home” by standing, smiling, observing sales teams’ daily calendars, being prepared when customers arrive, managing customer relations throughout the day, etc.
- Serve as the first point-of-contact for prospective home buyers and work to set appointments for each New Home Specialist
- Assist and support sales team with the uploading of documents, home buyer event paperwork, and other pertinent information
- Prepare for customer events such as, but not limited to, VIP tours and pre-construction meetings
- Manage the onsite up-system for sales team with honesty and attention to detail
- Proactively prepare the sales environment for the day’s sales activities
- Manage the overall upkeep of the Model Home/New Home Center including, but not limited to, ordering supplies, restocking, and coordinating any maintenance items with the Warranty Manager
- Professionally answer phone calls and email and respond to all communication in a timely manner
- Attend all sales meetings and trainings and fully participate in coaching exercise, including sessions with your manager, sales coach and/or teammates and regular video shops/game film

Qualifications

- Hospitable: friendly and welcoming to everyone, creating a pleasant and favorable environment for guests
- Relationship skills: ability to connect with others, influence others, inspire change in others and manage conflict well with others to build trust
- High emotional intelligence: displays social and self-awareness to adjust sales approach with variety of homebuyers, and the ability to self-manage
- Ambitious: display high achievement drive and motivation to constantly grow
- Energy: action-oriented and consistently exhibits positive energy
- Team Player: ability to work in a team environment, open to other’s ideas and willing to cooperate and collaborate
- Strong communication skills: ability to communicate both verbally and written in a professional and persuasive manner

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 Model Home/New Home Center
- Requires physical ability for standing, sitting, crouching, kneeling, frequent walking, reaching above head and below waist
- Ability to lift 5-10 pounds

Hours & Salary Range

- Base + Profit Share
- 40-45 hours per 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

New Home Coordinator

Print Name

Date

New Home Sales Manager

Print Name

Date