

## POSITION DESCRIPTION

<b>Position title: Executive Assistant</b>	<b>Location: Adelaide – East Terrace</b>
<b>Department: Sales/Administration</b>	<b>Reports to: Sales Consultant and Operations Manager</b>

### PRIMARY OBJECTIVES

- Communicate with vendor from appraisal until settlement
- Ensure all vendor and purchaser experiences reflect exceptional customer service
- Maintain a high level of knowledge about the real estate industry and best practice
- Ensure all listings conform with 'best practice'
- Ensure all marketing and property related material and correspondence is completed accurately

### SPECIFIC RESPONSIBILITIES

Function	Tasks
Update database	<ul style="list-style-type: none"> <li>• Update database with client details as required</li> </ul>
Complete new listings paperwork	<ul style="list-style-type: none"> <li>• Create file and front page</li> <li>• Liaise with Sales Consultant to organise campaign timeline</li> <li>• Ensure all new listing tasks are complete</li> <li>• Ensure all elements of the marketing campaign are complete and delivered as required</li> <li>• Communicate with vendor between listing and on the market</li> <li>• Co-ordinate photography</li> </ul>
Prepare for the OFI	<ul style="list-style-type: none"> <li>• Ensure the OFI advertising has been completed</li> <li>• Ensure all brochures are delivered prior to first OFI</li> <li>• Follow up Form 1 and Contract prior to first OFI</li> <li>• Create open home kit for property</li> <li>• Notify the occupant via SMS and POST</li> </ul>
Auction Activities	<ul style="list-style-type: none"> <li>• Create Auction kit for property</li> </ul>
Sale Activities	<ul style="list-style-type: none"> <li>• Complete sold front sheet</li> <li>• Request testimonials</li> <li>• Send contracts to conveyancers and/or settlement clerk</li> <li>• Ensure web is updated after processing by Runway</li> <li>• Follow up any conditions if required</li> </ul>
Settlement Activities	<ul style="list-style-type: none"> <li>• Communicate with buyer and seller from sold through to settlement</li> <li>• Organise final inspection for Sales Consultant to attend</li> <li>• Communicate leading up to settlement</li> <li>• Prepare settlement gifts for agent on settlement day</li> </ul>
Client Services	<ul style="list-style-type: none"> <li>• Ensure that all client service programs are delivered as per the Sales Agent instructions</li> </ul>
Marketing	<ul style="list-style-type: none"> <li>• Design and execute Agent Marketing Campaigns</li> <li>• Pipeline Marketing (SMS, EMAIL + POST)</li> </ul>

	<ul style="list-style-type: none"> <li>• Ordering and monitoring gift and settlement stock</li> <li>• Community marketing</li> <li>• Generating website content and sharing across social</li> </ul>
Administration	<ul style="list-style-type: none"> <li>• Provide administration support to the Sales Consultant as required</li> </ul>

## OC Projects

Marketing	<ul style="list-style-type: none"> <li>• Data analysis for buyer requirements</li> <li>• Determine marketing requirements for current database registrations</li> <li>• Assessing key selling points of the Project</li> <li>• Liaising with marketing/digital team as required for sales feedback and preparation of additional marketing</li> <li>• Proofing and approving marketing material</li> </ul>
Buyer Management	<ul style="list-style-type: none"> <li>• Provide buyers with updates on progress of Project construction</li> <li>• Finalise selections and upgrades with buyers</li> <li>• Follow up finance approvals and contractual conditions</li> <li>• Adhoc buyer communication on behalf of sales consultant.</li> </ul>

## PERFORMANCE KPI's

- Follow Runway procedure manual to ensure data integrity and efficient sales process (Best Practice manual)
- Prepare accurate booking forms, contracts, documentation and invoicing
- Accurate and timely delivery of tasks
- Handles enquiries from vendors in a professional and timely manner
- Demonstrate strong and effective communication skills with internal and external stakeholders

## QUALIFICATIONS/ ATTRIBUTES/ EXPERIENCE

- Sales administration / executive assistant experience
- Real estate experience (desirable)
- Advanced Microsoft Office skills
- Database management experience (CRM)
- Exceptional attention to detail, organisation and time management skills
- Ability to carry out duties autonomously and work effectively in a team environment
- Exceptional customer service experience

## VALUES

The commitment required of this position is in accordance with OC's values:

**Authenticity** – In every minute of every day. Genuine, ethical, trusted, accountable.

**Optimism** – In our attitude. Positive, upbeat and energetic.

**Passion** – About working hard and having fun. We love what we do and we love helping people.

**Precision** – Our operation is innovative and world class. Our process, training and standards ensure exceptional service and results.