

JOB DESCRIPTION

Position Title:	Relationship Building Specialist	
Status:	Exempt	
Reports to:	VP of Client Engagement	
Department:	Sales Division	
Written By:	Michael Marks	Date: August 28, 2015
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JOB SUMMARY:

Locations Relationship Building Specialists focus on making outbound calls to existing leads and new leads who register on our company website. All leads are called, provided with value while having their needs assessed, and the high quality leads are passed on to the agents in our sales programs.

ESSENTIAL FUNCTIONS:

- Makes outbound calls to real estate leads
- Phone sales skills are essential—must be able clearly communicate via the telephone, have friendly, professional conversations, provide value, establish rapport, overcome objections, etc.
- Documents the specific needs and situations of each lead via our CRM program
- Maintains active communication/follow up with leads via our CRM program
- Knowledge of LocationsHawaii.com and the ability to assist new users in utilizing the features of our website
- Knowledge of the Oahu real estate market and the real estate sales process

Working Conditions: Office environment.

Work Hours: 40 HRS/week, flexible schedule involving both weekend and weekday shifts

Equipment Use: Telephone, computer, printer, fax, scanner, Microsoft Word and Excel.

Mental, Physical, and Communication Demands:

Requires working under some supervision to meet daily deadlines; must be able to solve moderately complex issues and exercise discretion in dealing with sensitive issues. Attention to detail and accuracy are a must.

Requires excellent communication skills and the ability to speak clearly with clients and create a positive user experience for them. Requires prolonged sitting and computer work. The ability to maintain a positive and professional attitude, and the ability to deal with requests for assistance with patience and tolerance. Ability to problem-solve and exercise good judgment.

Education/Experience required:

- Must have a real estate license and knowledge of the Oahu real estate market
- Excellent communication skills and the ability to speak clearly are essential
- Previous phone sales experience/Call Center experience/Telemarketing experience preferred
- Commission sales experience a plus
- Ability to work on multiple projects and tasks simultaneously in a fast paced environment and able to effectively prioritize.
- Ability to work quickly and accurately; produce high quality deliverables in a timely fashion
- Excellent organizational, written and verbal communication skills.
- Aptitude to learn and use new technologies.
- Previous CRM experience a plus

Personal Qualifications

- Strong interpersonal skills with the ability to generate credibility, trust and respect with all clients and agents who you interact with
- Quick, intuitive learner with ability to learn independently - ask questions and/or research for the answers
- Must be focused and flexible
- Positive attitude that remains consistent despite challenging or changing situations

The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.