



Brokerage Coordinator | Job Description | 11-14-19

Purpose: Support the effectiveness, efficiency and success of the Brokerage team

Full-time

Reports to: Managing Partner of Brokerage

KPI: Accuracy & Attention to Detail, Timeliness & Drive for Completing Tasks, Collaboration with Internal and External Customers, Clear & Effective Communication, Solutions-Minded, Industry Knowledge

Competencies:

- Self-starter
- Reliable with task completion
- Ability to collaborate with various personalities
- Use resources effectively
- Aptitude for technology
- Highly organized
- Other-focused customer service
- The drive to follow up and follow through
- Willing to ask curious questions and innovate not simply take orders
- Excellent verbal and written communication skills
- Expert troubleshooter and problem-solver
- Ability to manage multiple demands and deadlines / great at switching tasks quickly
- Ability to treat sensitive information confidentially inside and outside of office

Key Areas of Responsibility

Transaction Coordination & Compliance

- Enforce policies related to license law for all agents in the office
- Ensure compliance with all KS & MO Real Estate License Laws - and oversee written policies related
- Ensure that all agents have a current independent contractor agreement including commission schedule
- Manage templates for listing agreements, contracts, vouchers and update annually per compliance with states
- Reminder and follow up with agents on renewing brokerage licenses as well as suspending licensees who do not maintain proper licensing
- Renewal of Managing Partners' licenses along with Clemons and KCRAR
- Other coordination, support, or compliance projects and tasks that support the purpose of the role

Listings in Technology

- Create and manage listings agreements including renewals and terminations
- Track and charge agents for sign & Loopnet premium fees

Transactions in Technology

- Receive contract; assign transaction number
- Prepare invoice and distribute to the title company
- Prepare commission voucher for agent review
- Review and maintain deal files for all transactions, and ensure they are compliant prior to paying commission
- Process commission voucher once deal file is complete
- Billback of agents' charges outside of commission agreement

Technology Usage

- Integration of Technology
- Implementation of Process and Forms

Residential

- Audit listings and request renewals from agent one month prior to listing expiring
- Receive contract; assign transaction number

- Prepare commission voucher for agent review and process upon closing
- Review and maintain deal files for all transactions, and ensure they are 100% compliant prior to paying commission

Agent Training and Support

- Provide general administrative assistance and marketing support to brokerage team
- Coordinate calendars, organize meetings, and assist in preparing brokers for meetings
- Keep clients, broker team members, and fellow administrative staff up-to-date on status of deliverables and deadlines
- Prepare general correspondence, memos, proposals, agreements, charts, tables, graphs, etc.
- Acting broker technology point of contact as well as trainer and coach
- Technology user compliance and training
- Plan trainings and events as required
- Drive the framework to support agents through the Playbook and other processes that would increase department effectiveness and efficiency
- Audit MLS for current listings and communicate with agents if listing is not current/needs to be removed from MLS
- Manage Pipeline reporting with Controller
- Work with Controller as needed
- Coordinate monthly Emerging Broker Meeting , Brokerage Lunch n' Learns, Multi-family - schedule agenda & speakers, Broker's Opens
- Create and send Weekly Brokerage Inspiration
- Maintain Brokerage library of resources
- Schedule and ensure effective trainings in technology (Costar, Crexi, Brokermint, Buildout, Insightly)
- Other supportive tasks and projects that support the purpose of the role

Marketing Process and Sign Support

- Communicate with Marketing on new and current listings including any changes that need to be reflected on websites
- Maintain marketing audit
- Work with marketing department to ensure easy, usable templates in marketing technology

- Proofread copy for spelling, grammar, and layout, making appropriate changes
- Assist as needed with soliciting/creating/editing the content of marketing materials, flyers, corporate leasing proposals, case studies, qualifications booklets, email blasts, invitations, announcements, presentation boards, aerials, etc (using corporate standard templates)
- Ensure accurate and timely sign orders
- Apply corporate image to all marketing material and templates and maintain consistency in appearance
- Maintain email lists
- Manage subscriptions (Gmail, Buildout, Insightly, Costar, Brokermint, etc.) including user accounts
- Submission to specific publications for rankings (KC Business Journal, Costar Power Broker, Fast 50, etc)
- Manage task management activity sets/checklists for listings, sale transactions, etc
- Solicit, interview and write Client Spotlights

Managing Partner Support

- All Calendar Scheduling
- Replying to Emails
- Assist with prioritizing tasks
- Morning Phone Call Update with Audrey
- LinkedIn (10 new contacts per week from meeting calendar/email)
- Misc. tasks: i.e. PTAG, Investments, Banking Docs, LLC Renewal Secretary of State, PPM, SEC, Misc. Lawsuits, Missouri Real Estate Commission Audits, Vistage Meeting, etc. as needed

WIRED Coordination

- Event Planning & Coordination
- Speaker Coordination

Requirements

- Bachelor's Degree or high school diploma
- 3+ years of administrative support experience
- Proficiency with Google Suite
- Experience with BuildOut preferred
- Excellent verbal and written communication skills
- Ability to exercise discretion in dealing with confidential information and highly sensitive issues

- Strong interpersonal skills and problem-solving ability
- Proven record of excellent internal and external customer service
- Excellent attendance and punctuality
- The qualified candidate will be detail oriented, able to handle multiple projects simultaneously, extremely professional, and customer service oriented
- Superior organizational skills; sets priorities; meets deadlines; and carefully proofs own work
- Ability to work in a stressful, deadline-oriented environment
- Upbeat, energetic, takes initiative, dependable, takes pride in work, and works well within a team
- Commercial real estate experience preferred