



Job Description

Job Title: Substitute New Home Consultant
FLSA Status: Exempt

Department: Sales & Marketing

General Summary:

Under the direction of the Sales Manager, the Substitute New Home Consultant is scheduled on an as needed basis to cover phone and internet leads at the corporate office, model hours for New Home Consultants taking time off, staffing a RediHome or available condominium for advertised Open House, and staffing for a Grand Opening or other community event. This position assists with customers, maintaining model homes, paperwork, documentation, and data entry required to market and sell properties, in accordance with company policies and procedures.

Principal Duties and Responsibilities:

Organizational Commitment: *Acting consistently with Bielinski Homes core values*

Informs manager and peers about ineffective processes quickly.
Represents Bielinski Homes consistently with its target image.
Takes corrective action when others violate basic organizational values.
Actively supports and implements company decisions.

Values: *Demonstrating honesty and integrity*

Tells the truth even under trying circumstances.
Works within company guidelines.
Accurately represents company products and services.
Is accurate and complete in sharing information with others.

Communications: *Interacting and communicating respectfully and professionally*

Listens attentively to others when they speak; doesn't interrupt, or allow interruptions; doesn't multi-task.
Explains complex concepts or procedures clearly to groups or one-to-one.
Obtains and passes on relevant information to others who should know.
Asks clarifying questions to understand more completely.

Customer Service: *Understanding the needs of the customer*

Quickly acknowledges customers' presence and responds to all customer inquiries on a timely basis (i.e. email, phone, referral or visits).
Carefully clarifies needs of customers.
Is agreeable and cooperative while staying within boundaries.
Follows through on promises.

Proactivity: *Taking the initiative to improve processes and solve problems*

Offers suggestions for improvement.
Seeks and takes advantage of opportunities for development.
Confronts and challenges the status quo when appropriate.
Sets and reviews specific, challenging personal goals.
Goes beyond what is expected frequently.

Character: *Creating mutual trust and confidence*

Projects a polished and dynamic professional image.
Puts personal interests aside to interact professionally with internal and external customers.
Demeanor is steady and consistent.
Presents Bielinski Homes in best possible light.

First Impressions: *Portraying a confident, professional image*

Posture and body language conveys sincere interest.
Conveys confidence and warmth through voice.
Uses a person's name.
Attire is appropriate to the situation (i.e. clean look, pressed clothes).

Flexibility: Adjusts priorities and pace to reflect changing needs or job demand

Flexes personality traits to work effectively with different types of people.
Accepts new duties, responsibilities, and other assignments readily.
Changes means or methods when necessary to achieve results
Switches subjects quickly and effectively.

Attention to Detail: Focusing on important details

Fills out forms accurately, completely and on time.
Clarifies unclear details of tasks and assignments.
Maintains a clean and organized work space.

Interpersonal Relationships: Promotes positive working relationships

Constructively handles anger, resolves conflicts with customers or coworkers.
Maintains positive working relationships by effectively communicating with internal and external customers to build trust and loyalty.
Consistently shows respect and concern for people as individuals.
Shows empathy through words and actions.

Basic Qualifications:

At least 18 years old; High school education or equivalent.
A minimum one year's sales experience, preferably in new home or existing real estate sales.
Holds Wisconsin Real Estate License and participates in Continuing Education to maintain license.
Requires the use of personal mobile phone.

Essential Duties and Responsibilities

This list of duties and responsibilities is not all-inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary from time to time.
Must have the ability to work in a team environment and successfully and positively communicate with supervisor, members of other departments, peers, customers and vendors.
Open and prepare models for customer viewing.
Greet all customers.
Register all new customers.
Set appointments or refer customers to appropriate sales centers.
Tends to all phone calls and internet leads in a timely and appropriate manner.
Follow guidelines of current New Home Consultant – PT commission structure.
Refer customers to the appropriate sales center in community of interest.
Complete the New Home Consultant - PT Traffic Report and submit via e-mail to Sales Management.
Attend Sales Meetings if possible.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock.

The noise level in the work environment is usually moderate.

MANAGEMENT APPROVAL _____ DATE: _____

EMPLOYEE ACKNOWLEDGMENT _____ DATE: _____

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation.