

## JOB & BEHAVIOR PROFILE

### Super Concierge

Position Title: Sales Associate Date Revised: 3/6/2023

Reports To: Super Utilities Coordinator Department: Super Concierge

**Company Overview:** Super Concierge is part of a family of real estate services. Our mission for the company is to provide opportunity and SUPER experiences for team members, clients, agents, and all we come in contact with. Outbound Team is a division dedicated to improving the process of buying, selling, and maintaining a home. This department of Super Team Services is responsible for not only taking expert care of its customers, but also is vital to growth of the company as a whole. Super Team Services has a vision of being the largest, privately held, real estate services provider in the nation!

**Summary of the Team:** When the inspection is complete, the client is happy, and they are ready to start moving into their new home, here comes the outbound team to the rescue! The goal of this team is to drive business to our in house services while making the home buying experience as stress free as possible. Selling insurance and utilities will be the focus on this team, but they are also looking for opportunities to sell for our in house pest control, in house handyman and renovations, and in house HVAC. This team is the one that leaves the lasting impression with the client and leaves the client wanting more SUPER!

**Role Summary:** As a Sales Associate, it is important to keep the customer experience top of mind! A Sales Associate will develop quick relationships with potential customers on the phone, listen to the customers' needs and then meet their needs by connecting them with utility, internet and home security service providers. Most of your time will be spent on the phone with "warm" to "hot" leads where customers have been told or introduced to our services. You will work closely with the team to research each home's options, make connections, and satisfy needs in a few clicks. Your job is to understand the customer and match them with the best options. As a Sales Associate you will strive to meet/exceed weekly, monthly, and yearly goals. It is important to be a team player, be self-motivated, and be an asset to our SUPER culture.

**Responsibilities Summary:** Leads will come from our home inspection division as well as other home inspection companies and the lead flow is designed to allow you the proper time and focus to serve customers and make connections. You will contact the leads via phone calls, texts and emails to develop fast relationships in order to know customers' utility and home services needs and connect them before they move into their new home. You will use the research compiled for you to sell them on varying service providers. Everyone needs assistance moving into a new home and your job is to be the person/resource homeowners turn to, to understand the best options for them and get them connected. You will set individual and team-based goals with the division lead each month.

### Outline of Duties:

- Responsible for product/services knowledge to provide the best solutions for the customer
- Cultivate client relationships
- Make outbound calls to clients

- Answer client questions on services
- Use the company CRM to keep clients and sales organized
- Look for opportunities to upsell services to clients
- Close deals
- Timely customer follow up
- Call on leads in a timely manner
- Achieve weekly, monthly, and yearly goals
- Ensure the client has a SUPER experience!
- Use polite phone etiquette when talking with customers (yes mam, no sir, please, thank you, even tone, etc)
- Defuse client/customer escalations and complaints
- Notify team lead of client complaints
- Be able to overcome customer objections
- Take ownership and responsibility of decisions

***Qualifications:***

You must be:

- very personable on the phone
- a clear communicator
- hard-working
- driven to connect with as many customers as possible
- someone who strives to serve customers with genuine care
- competitive by nature to meet monthly goals
- experience in sales/customer service environment
- ability to be on the phone for prolonged periods
- remain calm under pressure and handle structured deadlines
- strong listening skills

**Personality Traits and Behaviors**

- Flexibility
- Follow-through
- Consistency
- Effective communication skills
- Determined
- Critical Thinker
- Active Listener
- Patient
- Decisive
- Learner
- Persistent
- Team Player
- Self-Motivated
- Does not make excuses
- Takes Responsibility
- Conscientious