***Executive Assistant***

**Function and Job Description**:

The Executive Assistant is an individual who is willing and able to earn the right to be an Assistant Executive. This person relishes the opportunity to build, implement, and manage multiple systems. The Executive Assistant is deeply committed to completing tasks the right way with a high degree of quality. This person has immense focus and can do one thing for a long time without getting distracted. This individual may exhibit some drive and desire to influence; however, the overriding marker of his/her behavior is persistence and stability. An Executive Assistant is deeply committed to supporting the lead agent in achieving greater and greater levels of success, and to growing his/her own skills and developing into a supportive leader within the team. As the success of the team grows, this individual will be responsible for hiring, training, and leading additional team members to ensure all administrative tasks of the lead agent’s business continue to be completed to high standards with maximum efficiency.

**Job Standards**

1. Primary Objectives – What are the major objectives or outcomes to be accomplished by the person in this job?
   * + Build, implement, and manage all systems for sellers, buyers, lead generation, database management, information management, and back-office support
     + Responsible for all financial systems, including maintaining the books, paying the bills, handling payroll, assuring the collection of commissions, maintaining the budget, and generating financial reports
     + Oversee all contracts through closing
     + Create and maintain an operations manual that documents all systems and standards
     + Coordinate the purchase, installation, and maintenance of all office equipment
     + Be the first point of contact in handling customer inquiries or complaints
     + Keep the lead agent informed regarding any problems or issues that need to be handled
     + Responsible for hiring, training, consulting, and holding accountable all additional administrative team members
2. Regular Work Activities – What are the most frequent and essential work activities in this job?
   * + System development, implementation, and management
     + Information management
     + Oversight of contracts through closing
     + Customer/vendor relations
     + Bookkeeping (A/R and A/P) • Leading administrative team members (as appropriate to team structure)
3. Management Responsibilities – How many people and which roles will be directly managed by this person?

(As appropriate to team structure …) All administrative team members

1. Key Skills – What behavioral traits, attitudes, and skills are required?  Strong written and verbal communication skills
   * + Exceptional organizational and project management abilities
     + Bookkeeping skills
     + Great ability to focus
     + Concerned about doing things the right way
     + Calm under pressure
     + Learning based
     + Service-based attitude
     + Proven ability to succeed
2. People Contacts and Interactions – What are the primary people contacts in this job (who, why, and how often)?
   * Lead Agent – daily
   * Agent Team– daily
   * Administrative Team (as appropriate to team structure) – daily  Buyers/Sellers/Vendors – as appropriate

**What Does A Real Estate Administrative Assistant Do During The Work Day?**

* + A real estate administrative assistant will operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.
  + Make copies of correspondence or other printed material.
  + Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
  + Real estate administrative assistant will also meet visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs.
  + Learn to operate new office technologies as they are developed and implemented.
  + Set up and maintain paper and electronic filing systems for records, correspondence, and other material.
  + Compose, type, and distribute meeting notes, routine correspondence, and reports.
  + A real estate administrative assistant will also complete forms in accordance with company procedures.
  + Schedule and confirm appointments for clients, customers, or supervisors.
  + A real estate administrative assistant will have to be computer literate so that they can conduct searches to find needed information, using such sources as the Internet.
  + Order and dispense supplies.
  + Open, read, route, and distribute incoming mail or other materials and answer routine letters and a real estate administrative assistant will also locate and attach appropriate files to incoming correspondence requiring replies.
  + Maintain scheduling and event calendars.
  + Manage projects or contribute to committee or team work.
  + Mail newsletters, promotional material, or other information.
  + But a real estate administrative assistant will also review work done by others to check for correct spelling and grammar, ensure that company format policies are followed, and recommend revisions.
  + Operate electronic mail systems and coordinate the flow of information, internally or with other organizations.
  + A real estate administrative assistant must provide services to customers, such as order placement or account information.
  + Arrange conference, meeting, or travel reservations for office personnel.
  + Supervise other clerical staff and provide training and orientation to new staff.
  + Coordinate conferences and meetings.
  + A real estate administrative assistant must be responsible for the collection and disbursement of funds from cash accounts, and keep records of collections and disbursements.
  + Prepare and mail checks.
  + A real estate administrative assistant must sometimes establish work procedures or schedules and keep track of the daily work of clerical staff.