Job description: Onboarding / commissions specialist

This part time position will assist with onboarding and processing commissions. Agents onboard spontaneously throughout the week, your responsibility will be to ensure their paperwork is processed quickly, schedule an onboarding call, get all log ins set up that they’ll need, and walk them through our process here at CanZell. We are growing nationally so the person in this position will need to be very organized and be able to work independently. Commissions are processed daily; this is something may need to be done throughout the day. Quite often agents do not like to wait to be paid their commissions, we want to make sure our agents are paid promptly and there is little delay. You will need to review the file, make sure we the cda and closing docs scanned into Skyslope, if anything is missing you will need to reach out to the agent, once we receive the wire you can finalize the payment and close and archive the file in Skyslope.

FAQ – onboarding/commissions specialist

Onboarding Specialist Questions

1. How many new agents per week/month approx? – About 15-20 per month, that number can vary depending on the season. With the growth that we are experiencing that number will be increasing!
2. What training materials or checklists are provided to help me stay on task? All training is done virtually! We have training videos and manuals for every position that you’ll watch when you onboard, and you’ll always be able to refer to them if necessary. There is an onboarding checklist that guides you through the process making it very easy!
3. Will the agents have already received/watched all info/video’s, etc? No, the agents receive their training during their onboarding call. We only train on Skyslope if necessary, most agents should know how to input their listings, use kvcore, etc.
4. What is the onboarding fee for the agents? $100 on boarding fee, which helps cover the cost of setting up all of their log ins, we provide them with kvcore, access to our customized CanZell portal and a CanZell email, all for no monthly fee!
5. Is this a fully remote or in office position? This is a remote position. Mandatory hours are 12-4 Monday through Friday. If you find that it’s a particularly busy week and you need to work additional hours that is fine, but you must be available for agents between the hours of 12-4 EST.
6. Are there a certain number of hours preferred to spend on onboarding or just however long it takes to tackle the checklist? Nope! You can structure your day in whatever way works best for you! Each day the workload will vary so be flexible, as long as the work gets done in a timely manner!
7. Will I be provided a work laptop? No laptop will be provided, we will provide you with access to all systems we use, all of which can be accessed online.
8. Do we process commissions for all agents in the company? Yes! All agents are 1099 employees and are paid through quick books the same day as closing if we have all documents in house and we have received the funds before 3pm est.
9. Do you ever receive paper checks? And if so, how will that work if I am working remotely? We do receive paper checks, usually for out of state deals. When we do one of the admins in the office will deposit the check and email you to let you know its been received.