

THE RESURRECTION PROJECT

Job Description



Position Title	Associate Real Estate Broker
Supervisory Relationship	Sales Manager
Work Location	1805 South Ashland, Chicago, IL 60608
Organization General Description	<p>After 28 years and an initial seed capital of \$30,000 from area parishes, The Resurrection Project (TRP) has grown to become a powerful and effective social enterprise that seamlessly blends community development, community organizing, and advocacy with human service delivery to create vibrant, healthier, and involved communities. Our efforts have resulted in leveraging over \$500 million in community investment.</p>
Pillar Purpose	<p>TRP's Community Wealth Building Pillar builds financial empowerment and lays the foundation for economic vitality so that individuals and business owners can be directly invested in the community and have a visible stake in its destiny. Individuals are placed on the path of financial stability through financial coaching, homeownership education, and foreclosure prevention. Business owners are connected with resources, training, and capital in order to become sustainable enterprises that contribute to the resurgence of the community by providing jobs, trade, and economic vitality. TRP recently was certified as a Community Development Financial Institution (CDFI).</p>
General Job Description	<p>The Associate Real Estate Broker's primary responsibility is to advise and assist customers in the process of purchasing or selling a home in a timely and professional manner. The Associate Real Estate Broker listens to customer's wants and needs, recommends appropriate homes based on the customer's purchasing power and interests, and negotiates on behalf of the customer, in order to meet the needs of homebuyers and successfully close.</p> <p>The Associate Real Estate Broker works in TRP's Financial Wellness department within the Community Wealth Building Pillar. TRP's real estate brokerage is a critical component of TRP's Full Circle Homes initiative, the organization's integrated, seamless, customer-centric home purchase process that helps families build assets responsibly.</p>
Job Duties and Responsibilities	<ul style="list-style-type: none">• Utilize effective and proven sales processes to build rapport and discover buyer's needs, purchasing power, and timing.• Differentiate our services by effectively presenting our home buying process to all home buyers.• Communicate, align, and reset customer expectations by effectively handling objections and continually assessing client's needs.• Build and maintain trusting relationships and develop customer loyalty.• Guide buyers through the home buying process, from selection, to the sales contract, to a successful closing. Educate clients on market conditions, prices, mortgages, legal requirements, and related matters.• Attend all showings, home inspections, closings, and other aspects of the home buying process. Coordinate property closings and follow up on details needed for successful closing and purchase of property. Confer with attorneys, lenders, home inspectors, and pest control operators to ensure that terms and conditions of purchase agreements are met before closing dates.• Build relationships with local realtor professionals, bankers, lenders and internal staff at all levels in order to form effective working partnerships.• Regularly review property listings, trade journals, and relevant literature, and attend conventions, seminars, and staff and association meetings to remain knowledgeable about real estate markets and current events.• Promote sales of properties through advertisements, open houses, and participation in multiple listing services.

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- Communicate and coordinate with other internal departments to ensure best practices in service provided to customers.
- Use the Excel database system to track client progress and Multiple Listing Service, Outlook, and other electronic tools to provide the best service to customers.
- Comply with all applicable regulations, policies and procedures.
- Maintain required job skills and core professional competencies.
- Perform other duties as assigned.

Performance Measures

- Timely follow-up with all inquiries and client communication to ensure TRP maintains a sufficient pipeline of homebuyers.
- Expected to close two to three sales monthly.
- All contracts should be turned around within 24 hours.
- All pendings and sales must be entered within two days of event.
- Expected to conduct post-closing outreach within two weeks of closing.

Essential Knowledge and Skills

- Bilingual in English and Spanish required.
- Customer service-oriented. Extremely responsive to internal and external customer requests, exceeding customers' expectations.
- Familiar with the sales fundamentals related to prospecting, sales, and closing techniques.
- Highly self-motivated with persuasive, enthusiastic and customer-service oriented personality and good negotiation and organizational skills.
- Ability to work independently as well as part of a team.
- Listening skills: listens to understand others' viewpoints, anticipates customer needs, and offers innovative solutions.
- Ability to interpret, analyze, and evaluate given information relative to selling techniques and potential homebuyer concerns, needs, and issues.
- Excellent verbal and written communication skills for high interaction with a variety of people and forums inside and outside of organization.
- Excellent computer skills including the use of MLS, Microsoft Office, Outlook, Internet, and other software applications as appropriate. Salesforce and CRM proficiency preferred, or willingness and ability to comprehend and apply.
- High standards: expect personal performance to be nothing short of the best.
- Demonstrated interpersonal skills and ability to build relationships and work effectively with people of diverse social, faith, economic, and racial/ethnic backgrounds.
- Attention to details.
- Exhibits good judgment, problem-solving, and analytical skills, and can make competent decisions within given parameters.
- Time management: ability to manage time effectively to accomplish several tasks concurrently.
- Ability to represent the interests of TRP to the public.
- Looks for ways to enhance and bring new ideas to the position.

Education and Experience

- Knowledge of sales, typically gained through completion of a Bachelor's Degree in business, marketing, or other related field, but not required.
- Must have an active Real Estate Broker's license with the Illinois Department of Financial and Professional Regulation.
- Preferably a minimum of three years of licensed real estate sales experience.
- Experience with/willing to learn about negotiating and real estate contract documentation.

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Special Working Conditions and Demands

- Must be able to work flexible hours, including evenings and weekends, to show properties at times that are convenient for clients.
- Access to a car, valid driver's license, good driving record, and valid vehicle insurance; and ability to travel within the city and suburbs as needed.
- This is largely a mobile role; it requires the ability to move from building to building and throughout homes with customers.

Position Classification

Full-Time, Exempt

Preparation Date

6/27/18

Statement of Equal Opportunity

The Resurrection Project is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex (including pregnancy), national origin, ancestry, age, marital status, sexual orientation (including gender identity), military status, disability, language (any language use not related to job duties), or any other status protected by applicable federal, state, or local law.

Application Instructions Contact Information

Please send resume and cover letter by email or mail. No phone calls please.

Email: trpjobs@resurrectionproject.org

Mail: Human Resources, 1805 South Ashland, Chicago, IL 60608