Position: Managing Real Estate Broker

Reports to: VP of Financial Wellness

Organization General Description:

The Resurrection Project (TRP) is a 501(c)(3) community-based organization. Founded by a coalition of Pilsen churches in 1990, The Resurrection Project's mission is to build relationships and challenge people to act on their faith and values to create healthy communities through organizing, education and community development. The organization primarily serves low and moderate-income families in Pilsen, Little Village and Back of the Yards, and Melrose Park in Chicago’s western suburbs.

General Job Description:

The Managing Real Estate Broker’s primary responsibility is to manage the team of Associate Real Estate Brokers and Administrative Assistants to successfully meet the needs of home buyers. The Managing Broker holds the ultimate responsibility for all business dealings that occur within the Real Estate Sales department of The Resurrection Project. In working with buyers, the Managing Broker advises and assists customers in the process of purchasing a home in a timely and professional manner. He/she 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.

Primary Job Duties and Responsibilities:

- Manages team of Associate Real Estate Brokers and Administrative Assistant(s).
- Assigns all buyer ready clients to available Brokers.
- Ensures that the Real Estate Sales department members adhere to protocols of real estate licensing standards.
- Ensures department compliance with all applicable federal and state regulations
- Partnering with TRP’s Marketing department, advises to create collateral materials for TRP home purchase and home sales.
- Works closely with other internal departments, including, but not limited to, Home Purchase Advisors, Real Estate Development, Community Programs/Organizing, and Marketing to ensure best practices in service provided to customers.
- 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.
- 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.
- Uses the HATS database system to track client progress and Multiple Listing Service, Outlook and other electronic tools to provide the best service to customers.
- Complies with all applicable regulations, policies and procedures. Maintains required job skills and core professional competencies.
- Performs other duties as assigned.

**Expected Outcomes**

- Successfully manages Real Estate Sales team to meet combined monthly sales goals.
- Ensures compliance with all Fair Housing, federal and state regulations.
- Timely follow up with all inquiries to ensure TRP maintains a sufficient pipeline of home buyers.
- Expected to close two (2) to three (3) sales monthly.
- All contracts should be turned around within 24 hours
- All pendings and sales must be entered within two (2) days of event
- Expected to conduct post-closing outreach within two (2) weeks of closing.

**Essential Qualifications and Skills:**

- Customer service. 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 the MLS, Microsoft Excel, Outlook, Word, PowerPoint and other software applications as appropriate.
- 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 The Resurrection Project to the public.
• Looks for ways to enhance and bring new ideas to the position.
• Bilingual in English and Spanish required

**Education and Experience**

• The position requires knowledge of sales typically gained through completion of a Bachelor’s Degree in business, marketing or other related field, but is not required.
• Must have an active Managing Broker’s license or Real Estate Broker’s license with the Illinois Department of Financial and Professional Regulation.
• Minimum five years of licensed real estate sales experience. Experience in negotiating and real estate contract documentation.
• Must maintain reliable and accessible transportation, along with valid automobile insurance at all times

**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 ability to travel as needed.

**Position Classification**

Full-Time, Exempt

**Statement of Equal Opportunity:**

The Resurrection Project is an equal opportunity employer and does not discriminate on the basis of race, national origin, gender, or disability.

**To Apply:** Please submit a resume and cover letter describing your interest and skill set to trpjobs@resurrectionproject.org. Please no phone calls.

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**By:** Kristen Komara