

JOB OPPORTUNITY: Executive Assistant

To apply for this position:

1. Send a PDF version of your resume to [**careers@songteam.ca**](mailto:careers@songteam.ca)
2. In the same email, include a video of yourself sharing the top 5 things about your personality, skills and/or past work experience that you feel are critical to support a real estate team's business.
3. In the same email, include another video showing off how organized, methodical and efficient you are! This may include how you organize your clothes closet, desk, filing cabinet, kitchen cupboards, fridge and/or car, for example.
4. Note that a successful candidate is required to be Fluent in English and Mandarin.

**We recommend that you read the entire job posting
on the following pages before applying.**

You are... (and your colleagues know that you are):

- Meticulous in all of your work. Your passions include dotting all "i's" and all crossing all the "t's".
- Clean. Your desk is so clean and tidy that they aren't even sure you showed up at work today?! (but you did!)
- Well-dressed. You take pride in your personal appearance. While you may not own the latest edition of Vogue Magazine, you dress for the job you want and you always assume that you may have in-person contact with a client any day of the week.
- Kind. You treat everyone in the office like they may one day be your boss. Regardless of their title or salary, you treat them politely, professionally, smile and make eye contact when speaking to them.
- An effective communicator. You write emails and communicate with colleagues and clients in a way that would make your parents proud.
- Efficient. You are the go-to person when anything needs to be streamlined, organized and made more efficient. You have a keen ability to get from point A to B with the least amount of zigging and zagging possible.
- Energetic. You bring a high level of energy to your work. You can work quickly and somehow not make any mistakes.
- Honest. But IF you do make a mistake, you own it, correct it and learn from it.
- Positive. You form positive relationships with colleagues and clients. You may not be supper "bubbly," "Chatty Cathy" or an "influencer," however, people immediately sense that you are dependable, trustworthy and consistent.
- Flexible. While you're not the one to create chaos... you are able to work efficiently while it surround you and are able to lasso it in like a seasoned cowboy (or cowgirl).
- Structured. You've been coloring "inside the lines" all your life. You prefer not to break rules and quite enjoy order and predictability.
- **BUT you're fun!** Boring people who don't think these 11 bullets are the funniest thing they've read all day should not apply.

Your best friend or significant other knows that:

- You always arrive 5-10 minutes early at a restaurant, or worst-case scenario... on time.
- You have a plan B, C and D... in case plan A doesn't work out.
- You're a lifelong learner. You've always got some self-improvement or other non-fiction book, TEDTalk or podcast on the go.
- You're trustworthy... their secrets are safe with you.
- You were the "responsible one" between the two of you during your high school and college years (and that you still are).
- Your most-viewed videos on YouTube relate to personal organization including how to file things alphabetically and color coordinate everything in your life.
- You keep track of everything. Excel charts are one of your favorite pastimes.

General Administrative Duties:

- **Oversee** all aspects of the administration of Song Team's business.
- Create and manage all **systems** for sellers, buyers, client database management, lead generation **tracking**, lead follow-up and all office administration
- **Maintain** our financial systems, profit and loss statement, and budget.
- **Coordinate** the purchasing of any office equipment, marketing materials and any other business-related supplies and materials.
- Create and **update** a business operation manual and all job descriptions/employment contracts for any future hires.
- **Manage** the recruiting, hiring, training and ongoing leadership of all future administrative hires.
- Hold agents **accountable** for conducting all agreed upon lead generation activities.

Active Client Management Duties:

1. Pre-Listing to Contract to Close

- Run **all** aspects of seller and buyers' transactions from initial contact to agreement.
- **Organize** all listing materials: pre-listing presentation, listing agreement, sellers' disclosures, comparative market analysis, pull online property profile, research old multiple listing service (MLS) listings, etc.
- **Coordinate** with sellers for all home photos, staging, repairs, cleaning, signage, lockbox, access requirements and marketing activities.
- **Arrange** all documents for signatures on listing agreement, disclosures and other needed documentation and **review** for **accuracy**.
- Submit all essential documentation to office broker for file **compliance**.
- **Organize** showings and obtain feedback.
- **Present** weekly updates to sellers regarding showings and marketing activities and a market snapshot.
- **Organize** all public or virtual open houses.
- Enter all listing **information** into MLS and websites.
- **Input** all necessary information into client **relationship management** program and transaction **management systems**.

2. Post-firm sale

- **Oversee** all aspects of buyer and seller transactions from purchase agreement to closing.
- **Coordinate** with mortgage agents and appraisers.
- **Schedule** home inspections and repairs.
- Submit all documents to office broker for file **compliance**.
- **Schedule, coordinate** and attend to closing-related issues.
- Input all client information into client database system, including future address.
- Schedule 30, 90 and 120-day client customer service follow-up calls to **assist** with any home improvement provider recommendations and to ask for referrals.

3. Marketing and Business Development

- **Manage** client relationship management **system**.
- **Create** all buyer and seller packages
- Coordinate the **preparation** of all listing and open house flyers, graphics, signage and all other marketing materials.
- Manage and **update** agent website(S), blog(s) and online listings.
- **Assist** agent to manage social media presence.
- **Track** all online business sources.
- **Plan** all client and vendor appreciation events.
- **Regularly** request client testimonials for websites, social media and other marketing materials.
- **Coordinate** and **implement** agent marketing videos and property videos online and database campaigns.

Ideal Skills and Experience:

(Please apply even if you don't have all achieved.)

- Microsoft Office savvy (required)
- Fluent in English and Mandarin (required)
- Have driver's license and own a car (required)
- Customer Relationship Management (CRM –experience with Realvolve preferred)
- Real estate industry experience (or financial, mortgage or insurance industries)
- Social media savvy
- Canva and other cool and useful free online design tools
- Working experience with Photoshop or other graphic editing software
- BombBomb or other video email tools
- Video creation
- Comfortable in front of a camera (you will be sending videos to clients)

This is a salary-based position with bonus structure payment based on experience and training.