



LOCATION: Newmark Austin

JOB TITLE: Community Sales Manager – Kyle, Texas

REPORTS TO: Director of Sales

FLSA STATUS: Full Time Exempt

SCHEDULE: Onsite Thursday – Tuesday 10:00 am – 6:00 pm

SUMMARY: Responsible for achievement of sales quota in direct sales of new homes; while managing all aspects of assigned community as outlined below.

DUTIES AND RESPONSIBILITIES:

- Required to work inside the model sales office during business hours except for assigned days off. Business hours must be adhered to unless prior approval by management is obtained.
- Business Professional attire and attitude is required.
- Responsible for meeting/exceeding a monthly community sales goal.
- Manages the contract process for new sales from start to finish. This includes ensuring that all documents are properly executed along with all required deposits and turned in to the corporate office within 48 hours.
- All required contract documents and reporting to be turned in to the developer when required.
- Manages prospects including follow up. All prospects must be entered into the CRM system and maintained on a regular basis.
- Displays knowledge about Newmark Homes, assigned community, product, competition, and the Austin home market.
- Manages the process to obtain pricing for all prospects and buyers through established company procedures.
- Manages the scheduling of all Design Center appointments within required time frame; and ensures the collection of all required deposits to the Design Center, redraw fees, custom options, etc.
- Work directly with Marketing to ensure that all collateral, websites, MLS, signage, and photography is up to date and accurate. This also includes maintaining realtor relationships alongside Marketing by participating in events.
- Responsible for initiating independent prospecting activities. In addition; work with community developer when possible.
- Manages the levels of inventory homes being built within the assigned community. This includes regularly walking the homes, maintaining approved levels of options being put in the homes, and accountability to ensure the sale of these homes.
- Manages all buyer and realtor concerns at the field level. Issues and concerns should only be escalated to the management level when all other options have been exhausted.

- Manages the scheduling of all construction meetings in the field with builders. This includes weekly phone calls made jointly. When possible, the sales and builder team must attend all construction meetings together.
- Manages the scheduling of all buyer closings with buyer and community closing coordinators.
- Manages backlog of their sold homes within a community. A status will be required every 2 weeks and questions should be answered about backlog issues at that time. All items requested during community calls should be resolved within the given time frame.
- Additional Marketing responsibilities as assigned.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

QUALIFICATIONS:

- Associate's Degree (AA) or equivalent from a two-year college or technical school.
- Computer skills required:
 - Basic knowledge of Microsoft Outlook and Word
 - Basic knowledge of Newmark systems
- Other skills required:
 - Minimum of 3 years of proven success in a New Home Sales position
 - Sales and Marketing skills
 - Outstanding interpersonal, communication, and organizational skills
 - Professional demeanor, possess strong work ethic, and exceptional listening skills
 - Required to work inside the model sales office during business hours except for assigned days off. Business hours must be adhered to unless prior approval by management is obtained.
 - Business Professional attire and attitude is required
 - Required to attend and participate in Continued Education Training as scheduled by management.

COMPETENCIES:

- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Judgement** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Occasionally/Frequently required to stand
- Occasionally/Frequently required to walk
- Occasionally/Frequently required to sit
- Occasionally/Frequently required to utilize hand and finger dexterity
- Occasionally/Frequently required to climb, balance, bend, stoop, kneel or crawl
- Occasionally/Frequently required to talk or hear
- The employee must occasionally lift and/or move more than 5 pounds.