



Summer Program Assistant

-Job Description-

Primary Purpose:

The part-time summer program assistant will be an outgoing, self starter with a keen interest in the Attainable Homes program and a desire to guide possible participants into homeownership. This is predominately an evening and weekend role with some flexibility required. The position will be approximately 30 hours per week for approximately four months.

Reports to:

Lead Program Facilitator

Primary Functions:

- Meet and greet all walk-in clients and determine the reason for their visit and the level of interest/understanding of the program – ensure each one fills out a registration form
- Clearly articulate the program and eligibility requirements to potential participants
- Show the model area, pointing out features and quality associated with our projects
- Clearly define one project from another and discuss the benefits or features of each one
- Discuss price, down payment and shared appreciation model with fluency
- Review applications, ensure they are accurate and take deposits
- Place units on hold and set appointments for writing Purchase and Sales Agreements (PSA's)
- Make follow up phone calls to current database, as well as to individuals who have come in and registered
- Participate in weekly sales meetings
- Field incoming calls and answer questions – encouraging a site visit
- Host show suites in off-site locations, occasionally
- Assist with information and education sessions – present AHCC portion from time to time
- Assist team managers and executive with other duties, as required

Qualifications/Expertise:

Grade twelve diploma or equivalent. Pursuing post-secondary education, particularly in business and/or marketing, is desirable. Knowledge and understanding of the sales process is a bonus. Understanding of real estate purchases is also an asset. Must show willingness to learn and show initiative.

Other requirements include:

- Professional attitude and appearance
- Excellent telephone etiquette and communication skills
- Work well under the pressure
- Organized and able to prioritize
- Extroverted and people-oriented – willing to engage new and existing clients and respond appropriately

Accountabilities (results and outcomes expected when role is carried out successfully):

1. Customer Service – employ a high level of professionalism to achieve high levels of client satisfaction
2. Multi-task and manage priorities – assist with meeting or exceeding sales targets and deadlines by being proactive and organized
3. Results Oriented – monitor and measure results leading to sales closings