



*The Ellen + Janis Real Estate Team consists of locally focused, experienced REALTORS® and support staff united in the common goal of providing exceptional service that exceeds our clients' expectations, and providing them with all the relevant information they need in order to make an informed real estate decision. Our team is founded on the values of honesty, integrity, and professionalism. Our dedication to these values has earned us a stellar reputation as a consistent market leader in the communities we serve.*

*We are looking for a smart, organized, problem-solving, self-reflective **OPERATIONS MGR/ Executive Assistant** who wants to be a part of and support a dynamic team.*

*Candidates should have knowledge of the process of buying or selling a home, impeccable organization skills, clear and concise writing skills, advanced computer skills, and innovation in the creation and implementation of professional systems to streamline the process of buying or selling a home and managing a diverse group of Team Leaders and Agents. You are highly presentable, have impeccable follow-through, and have exceptional communication skills, specifically verbal and written etiquette. Focused, energetic and driven, you are hungry to achieve your professional goals, all in the name of supporting and driving your team to success. Being organized and having meticulous attention to detail is what you do best - you must be able to pivot between competing priorities and constantly think of ways to streamline the workflow and efficiencies of the team.*

*The OM/EA will manage the operations of the team and administrative tasks related to buyer and seller transactions and other aspects of real estate including but not limited to:*

- *Managing and scheduling timelines of key dates*
- *Work with team members and our Compass Agent Experience Manager to ensure that we're fully leveraging the Compass platform (e.g. CRM, Business tracker, workflows, etc)*
- *Develop and implement systems for sellers, buyers, lead generation, contact database management, and back-office support. Ensures that all systems and processes run efficiently, making innovations and revisions as needed.*
- *Maintain an Operations Manual that documents all systems and standards.*
- *Manage all office assets, supplies, vendors, and maintenance*

- *Coordinating mortgage loan and appraisal processes.*
- *Coordinating inspections and completion of repairs with team members and clients.*
- *Regularly updating and maintaining communication with clients, agents, lenders, attorneys, and other involved parties using Google Calendar and other appropriate spreadsheets.*
- *Managing and updating CRM database which could include (tracking closing anniversary dates, client contacts, bulk emails, baby gifts, etc).*
- *Track and manage sales data, including lead distribution and routing inquiries.*
- *Scheduling and coordinating closing process which would include appropriate closing packages, keys, and other documentation to the appropriate parties.*
- *Provide scheduling and administrative support to principals.*

### **Requirements:**

- *Real estate license preferred but not essential*
- *B.A / B.S degree or equivalent experience*
- *Residential real estate knowledge preferred*
- *Minimum of 1-3 years of operational/administrative experience*
- *Proficiency with Google Suite of products (docs, sheets, slides), MS Office, and MAC products*
- *Mailchimp/CRM (or similar tools) experience is a plus*
- *Strong technological aptitude*
- *Fast learner and growth-oriented*
- *Team player who is happy to help the agents and others who will be reaching out to them regularly, as well as assert themselves with the agents when leadership and direction is needed.*
- *Strong written and oral communications*
- *Impeccable attention to detail and deadlines*
- *Dedication to exemplary customer service*
- *Knowledge of local area preferred.*
- *Excellent organizational and time management skills*
- *Strong interpersonal skills and ability to multitask in a fast-paced environment*
- *Calm under pressure*
- *Learning-based and feedback/results-driven*

**To Apply:**

*Applications including your resume and a cover letter describing your interest and qualifications should be sent to [Janis.lippman@compass.com](mailto:Janis.lippman@compass.com) No telephone inquiries, please.*

*More information about Ellen + Janis Real Estate Team may be found at*

***[www.EllenandJanisTeam.com](http://www.EllenandJanisTeam.com)***

*Ellen + Janis Real Estate Team is an equal opportunity employer. Accordingly, we make employment decisions without regard to race, color, religion, national origin, age, gender, gender identity, sexual orientation, veteran status, genetic information, homelessness, or disability.*