

FRONTIER HOUSING, INC.

Job Description Form



Division/Department Communities & Design Division/Sales Department		
Job Title: Sales Specialist		
Supervisor's Title: Communities & Design Director		
Supervises: (Titles):		
	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	Hours <u>40</u> / week <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt
GENERAL DESCRIPTION		
This position reports directly to the Communities and Design Director, and is responsible for providing a one-stop-shop for prospective homebuyers by allowing them the opportunity to achieve the highest level of success when shopping for, purchasing, rehabilitating, maintaining, and/or managing a home.		
ESSENTIAL JOB RESPONSIBILITIES/PERFORMANCE MEASURES		

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<p>Responsible for conducting sales meetings with all customers at the model homes, telling the Frontier story to each customer, allowing each customer to experience a tour of Frontiers quality, energy efficient homes.</p> <p>Establish customer centered protocols for competitive selling. Basic conversation standardized approach with the Frontier Story. Take away negative messages. Develop competitive selling message.</p> <p>Responsible for participation in, development of and achievement of annual Performance Goals and measures established by the Board of Directors including program tracking and reporting as required.</p> <p>Responsible for implementing and managing an effective and efficient service-delivery system that produces a pipeline of prospective homebuyers and continuous flow of mortgage-ready homebuyers.</p> <p>Responsible for participation of an outreach and marketing strategy designed to expand and broaden the target customer market, appeal to prospective partners, and establish the NeighborWorks® Homeownership Center as the "first-stop" source for all families who wish to become homeowners.</p> <p>Convert 75% of Tier I customers, as identified on initial visit or Tier 2 customers moved to Tier I status, to home ownership within 120 days. Complete this task by: providing 100% customer service at initial meeting at model homes, generate credit report and make decision on "next steps," for customer, sign purchase sales agreement with Tier I customers once they have identified property, paid the property reservation fee and down payment, and selected a house plan; contact all Tier I customers weekly (record all notes and customer contact info in HCO), At customer level identify steps that have to be taken for customer to reach Home Ownership within 120 days, , contact all Tier II customers bi-weekly (record all notes and customer contact info in HCO), at customers level identify steps that have to be taken for customer to reach Tier I status, work on converting 3 Tier II customers to Tier I status per quarter</p> <p>Track how Frontier customers are referred to Frontier at initial visit with customer at model homes; record this data in HCO in the required field. Track what amenities customers look for in their buying experience record this information on the customer survey sheet and report out the results monthly.</p> <p>Keep the percentage of no shows to 5% or less per week. No shows are a lost opportunity and causes inefficiencies in work flow. This disconnects the customer for Frontier and they easily get a same day customer experience at a home lot.</p> <p>Make a courtesy call to all customers no less than 24 hours prior to their appointment to remind them of the appointment.</p> <p>Keep up to date on building strategies, materials, etc. Keep in close contact with Communities and Designs and Construction to make this possible.</p> <p>Work with lending to determine options for customers who are on a fixed income, making less than \$1,000 per month.</p> <p>Work with all departments to track progress of customer through the homebuyer process and make the necessary sales touch points</p>	
EXPERIENCE, SKILLS AND EDUCATION REQUIREMENTS	
<p>Experience:</p> <ul style="list-style-type: none"> • Thirteen years of sales experience • Basic knowledge of the construction process <p>Skills:</p> <ul style="list-style-type: none"> • Demonstrated project-management skills, including the ability to manage and prioritize multiple tasks. • Accomplishments that reflect the ability to take a proactive approach, exercise professional judgment, and make sound decisions • Strong written and oral communication skills • Expert knowledge of Windows operating system and Microsoft Office, as well as familiarity with loan origination, processing, and servicing software systems. • Knowledge of the construction process <p>Education:</p> <ul style="list-style-type: none"> • Bachelor's degree or equivalent experience in finance or business or related field. 	

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By signing in the space provided below, I acknowledge receipt of this job description and understand that I will be held accountable to perform these duties to the best of my ability and in accordance the annual and multi-year performance goals of this organization established and adopted by the Board of Directors.

EMPLOYEE SIGNATURE: _____ DATE: _____

REVIEWED BY (SUPERVISOR)	<i>Title</i>
APPROVED BY (DEPARTMENT HEAD)	<i>Title</i>
DATE OF REVISION	July 8, 2009

[Sales Specialist](#)