



MinMaxx a recognized leader in the Real Estate industry who strives towards excellence, always exceeding customers' expectations

Senior Support Coordinator

(Office and Sales Support)

Competition # 01-08

Description

Purpose of the Job:

Reporting to The Chief Operating Officer, the Senior Support Coordinator will be accountable for providing consistent exemplary support to MinMaxx Administration and Sales teams on a broad range of functions. The successful candidate will be a subject matter expert on all sales/service effectiveness, Corporate functions/protocols and in- house systems.

(S) he will adhere to the MinMaxx Service Level Agreement to ensure delivery of tasks and services are completed in a timely manner and with a high degree of accuracy and efficiency.

Key Responsibilities:

- Support all organizational divisions by monitoring and taking part in daily operations and staff productivity on a daily basis.
- Validate the integrity of all information logged into the Sales Force System.
- Maintain and enforce standards to ensure all client information is secured at all times according to Canadian Privacy Legislation.
- Responsible for following up on training levels and comprehend the Intellectual capital capability of new hires.
- Clearly articulate observations in an organized and understandable manner to Management. Be prepared to provide Training/coaching to the New Hire on various protocols .
- Verify staff hours, prepare schedules and submit them for weekly payroll.
- Research data and market feasibility and oversee marketing functions.
- Act as an expert or key resource to help trouble shoot any impact and coordinate external communications related to change in appointments/bookings of new listings etc.

- Provide coverage/support to Front Desk and the Sales Team when needed; continually enhance data quality, management, and usage protocols and processes.
- Take charge and fill in for Staff on sick leaves, vacations and absences.
- Other assignments and projects as required.

Knowledge, Skills and Experience

- Passionate about Service Quality, Possess strong communication and active-listening skills.
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- Exceptional Interpersonal skills that project confidence, enthusiasm, and empathy in every interaction.
- Ability to act intuitively-hearing what is said and probing for what isn't said.
- Ability to act decisively in the absence of management and provide friendly and personable service.
- Demonstrate self-initiative, leadership skills and ability to work independently and as part of a team.
- Proven time management and organizational skills.
- Knowledge of MS Office (Excel, Word, Outlook, PowerPoint) and able to use and learn various software packages (Sales Force etc.)
- Commitment to MinMaxx values and service excellence
- Be flexible to react to all issues that impact Customers and peak periods.
- Be prepared to meet heightened demands, if required.
- Strong analytical and problem solving skills.

Interested applicants submit a covering letter and resume to hr@minmaxx.com

And submit personality survey available at <http://nextsuperagent.com/step1.php>

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