

## **Non Exempt**

**Job Reports to: Regional Sales Manager and On-Site Sales Managers**

### **WHY CRANBROOK?**

Choosing a place to work is a big deal. You spend 40 hours each week at work, so you want to love what you do. We get it. When telling you why you'll love working at Cranbrook Custom Homes, we could list all of our statistics and accomplishments... but everyone does that, right?

Here's the real reason you'll love working at Cranbrook: we're a family. We're family owned and operated, yes, but our entire team is a family. We appreciate and care for our team members and trade partners. When our team members succeed, we all succeed; when they struggle, we all pitch in to build them back up. This is the Cranbrook way.

### **WHAT YOU'LL DO**

#### **The quick overview**

The role has many facets, including working professionally and diligently with both internal and external customers. The Sales Associate is one of the primary client contacts once a purchase agreement has been signed. This position works alongside the Sales Manager to create a great customer experience and assists the Sales Manager with managing the details of the home and customer throughout the build process. This is an entry-level position into an exciting new home sales career.

#### **The company basics**

- Perform quality, detailed work within deadlines with or without direct supervision.
- Interact professionally with other employees, customers, etc.
- Work effectively in a team.
- Work independently while understanding the necessity for communication and coordinating work efforts with other employees and organizations. Nobody's an island!

#### **The nitty-gritty stuff**

- Warmly and professionally greet all customers, answer phone calls, and conduct model tours.
- Assist Sales Manager throughout the sales and build process, including preparing purchase agreements and other paperwork, sending weekly construction updates, and scheduling and participating in client meetings.
- Work with the Sales Manager to keep the MLS listings up to date, including spec listings and new build listings.
- Learn the sales and building process of new construction home building to develop the ability to answer general questions about builder, community, model, and sales and construction process.
- Work with the Construction Coordinator to monitor the overall appearance of the community and model home.
- Open and close models, ensuring the models and show room samples look their best.
- General office duties, including but not limited to, ordering office supplies and marketing material.
- Coverage for on site events.

### **WHAT YOU NEED**

- High school diploma or equivalent. College degree preferred.
- Proficiency with Microsoft Word, Excel, Outlook, Power Point and general knowledge of computers.
- Excellent communication skills and attention to detail.
- Ability to work weekends.
- Reliable transportation, with the ability to travel to different Cranbrook model locations throughout Metro Detroit.

### **WHAT WE'LL GIVE YOU**

- Competitive salary.
- 401k with company match.
- Company-provided life insurance.
- Full benefits package including health, dental, vision, FSA, long-term disability, voluntary life insurance, and accident insurance.
- Company-sponsored employee events.