

Client Care Coordinator

Responsibilities:

Inbound

- Coordinate, organize, and manage logistics from multiple real estate lead platforms.
- Follow-up on leads via phone, text and email.
- Manage incoming lead relationships via telephone, text, email and website.
- Convert leads from multiple real estate lead platforms into appointments for a highly-specialized sales team.
- Provide exceptional customer service to new leads and existing client database.
- Effectively communicate with sales team.
- Manage database of leads for efficient follow up

Outbound

- Call highly-targeted warm leads based on client driven activity and priority alert notifications
- Utilize scripts and dialogues to turn leads into clients.
- Convert leads into appointments for a highly-specialized sales team.
- Effectively communicate with sales team
- Manage database of leads for efficient follow up
- Call Cabell's B & C list database to reconnect and further relationship with CCG
- Generate referrals from database and manage referral lead flow

Requirements

- Exceptional phone skills/experience
- Ability to connect and establish trust over the phone quickly
- Comfortable being on the phone and in front of a computer all day
- Experience with CRM/database management
- Exceptional organizational and follow-up skills
- Superior interpersonal, verbal and written communication skills
- High level of motivation to succeed
- Real estate license preferred but not required
- High-speed Internet access and/or cellular phone and personal computer

Who we are:

The Cabell Childress Group is a top performing real estate team selling over \$130M in volume in 2022. We strive to deliver personal attention and proven results to all of our clients and have a track record of exceeding client expectations.

Compensation:

Base salary plus commission bonus based on closings from appointments set along with the ability to earn referral fees and build your own pipeline of business.