



## On-Line Sales Administrator

We are seeking an On-line Sales Administrator to support the sales and marketing initiatives of eQ Homes by responding, qualifying and managing e-Lead information requests. The hours are Monday and Friday 10 am to 6 pm; Thursday 1-9 pm and Saturday and Sunday 9 am to 5 pm.

### About the role

The On-Line Sales Administrator is responsible for:

- Providing same day, immediate email/phone response to all e-Leads from eQ Homes Communities website and 3rd party sources.
- Responding quickly to "Podium" inquiries and converting to on-site appointments.
- Qualifying e-Leads and following up multiple times (through phone or email) with online prospects until an appointment is made to meet with an on-site Salesperson.
- Follow up phone call to each onsite appointment made for customer experience.
- Sending out marketing collateral to e-Leads, as approved by marketing manager.
- Maintaining and managing a database of e-Leads through CRM (LASSO) using the ranking system.
- Maintaining a toll-free number and voicemail for e-Leads.
- Assisting a prospect in selecting the best eQ Homes community for prospective homebuyers.
- Conducting and managing ongoing email campaigns, newsletters and online community launches, with help from the marketing team.
- Monitoring website data on company website and 3rd party websites.
- Participating when needed at grand openings and community events.

### About you

You have/are:

- High School diploma or equivalent required, Bachelor's Degree preferred, in marketing or related business field
- Two years+ of sales/marketing experience; real estate marketing or homebuilding industry experience is preferred



- Advanced internet, email, and sales contact CRM experience
- Strong computer skills including Microsoft Office, Excel, Outlook and CRM management
- Bilingual, English and French
- Detail-oriented, outstanding follow-up skills, customer focused
- Excellent email writing and telephone communication skills
- Solid organizational, planning, and managing skills
- Must be able to work in an unstructured environment and quickly tackle ad-hoc projects with minimal supervision
- Must be able to learn and follow a proven sales process

## About us

We:

- empower our people to strive for creativity, uniqueness, and distinction.
- are driven by values of doing the right thing; building well for lasting value, creativity, fun and respect.
- are the Builder of Choice in the National Capital Region.
- build lifestyle communities throughout Ottawa.
- are committed to the best customer service experience in Canada!

We offer a dynamic opportunity! Should eQ Homes and this position be a good match for you, please email your cover letter and resume to:

[jointheteam@eqhomes.ca](mailto:jointheteam@eqhomes.ca)

If you are an applicant with disabilities and require accommodations, please let us know in advance so that we may arrange for their provision.