



POSITION DESCRIPTION - Office Administrator

JOB SUMMARY:

This is an administrative position performing a variety of administrative functions in support of the managing broker and the real estate professionals of an assigned office.

PRINCIPAL ACCOUNTABILITY:

Office Administrator position is responsible for organizing and coordinating office operations and procedures to ensure organizational effectiveness and efficiency.

REPRESENTATIVE EXAMPLES OF WORK:

1. Administrative and Clerical Support for Managing Broker

- Process electronically via Broker Wolf all listings, amendments, contracts, addenda, and releases
- Prepare, maintain, and store hard copy listing and transaction files per VREB regulations
- Review and prepare listing and transaction files for broker review
- Record and deposit escrow checks in escrow account in accordance with VREB regulations
- Maintain hard copy escrow / cross reference cards
- Assist Accounting Manager with monthly open escrow reconciliation
- Deposit commission checks into operating account as needed
- Process commission checks and provide supporting documentation to Accounting Manager for disbursement
- Maintain the general office filing system
- Create and maintain agent and office personnel records
- Prepare for meetings and schedule conference room use



- Prepare and maintain monthly duty agent floor schedule
- Ensure duty desk is staffed daily either through agent scheduling or by self
- Responsible for office petty cash fund
- Run reports and perform tasks as requested by managing broker, company President or Vice President

2. Support Agents Assigned to the Office

- Process new agent applications to DPOR
- Provide office procedure orientation to new agents to include providing key and explaining security procedures
- Input new agents into Lone Wolf and Zip Forms and provide agents log-in information
- Establish Coldwell Banker Elite email account and office telephone extension for new agents
- Order new agent sign riders and name badges
- Assemble and maintain adequate supply of listing and contract packages
- Inventory and maintain adequate supply of signs and lockboxes
- Meter and post outgoing agent mail charging for postage as necessary

3. Communication

- Meter and post office outgoing mail
- Sort and distribute incoming mail daily
- Collect and distribute interoffice mail
- Respond to customer inquiries and complaints as necessary

4. Office Instruments

- Operate office machines



- Troubleshoot basic problems involving office equipment including company computers
- Coordinate the repair and maintenance of office equipment
- Maintain postage machine ensuring adequate levels of postage
- Order and stock adequate inventory of office supplies
- Maintain physical condition of the office arranging for necessary routine repairs and consulting with managing broker on high expense repairs
- Ensure the reception area and work rooms are neat and tidy
- Manage cleaning crew to maintain high degree of office cleanliness

Supervision Received:

Work is performed under the direct supervision of the Managing Broker

Knowledge, Skills and Abilities

- Knowledge of office procedures and administration
- Must have strong ability to user cloud based computer systems and other business related technologies
- Must be able to support other staff members and salespersons by educating them in various business technologies
- Ability to maintain a high degree of accuracy in preparing and entering information
- Excellent interpersonal skills
- Effective verbal and listening communication skills
- Effective written communication skills
- Effective organizational skills
- Computer literate in office suite software
- Ability to work in the face of interruptions
- Self motivated and resourceful with the ability to multi-task
- Demonstrate sound work ethics
- Exercise discretion in handling of personnel matters and sensitive financial information