**Sales and Marketing Assistant**

**Position Summary:**

Reporting to the VP Marketing and Corporate Relations, the Sales and Marketing Assistant is responsible for coordinating and facilitating the sales process for one of Element’s new developments.

**Responsibilities:**

* Acts as the concierge for the sales centre;
* Develops and maintains relationships with clients throughout the sales process;
* Maintains the professional look and feel of the sales centre;
* Organizes and maintains the contents of the sales centre;
* Responds to sales enquiries verbally and in writing;
* Facilitates the completion of client questionnaires for the database;
* Presents the development to prospective clients and realtors;
* Organizes and coordinates special events;
* Coordinates and supports the facilitation of focus groups;
* Maintains and updates the client database;
* Updates, maintains and files the marketing collateral and agreements;
* Updates and coordinates the ads, newsletters and mail outs for the project;
* Updates and tracks the marketing budget for the development;
* Provides regular reports and updates related to the sales process;
* Works as a team to continuously improve the sales process; and
* Other related duties as required.

**Customer Focus**:

Ensuring that the customer perspective is a driving force behind business decisions and activities; crafting and implementing service practices that meet customers' and own organization's needs.

**Key Actions**

* **Seeks to understand and serve the customer -** Actively seeks information to understand customer circumstances, problems, expectations, and needs. Exudes and projects a customer service focus in everything that they do.
* **Identifies customer service issues -** Identifies breakdowns in internal processes and systems that directly impact customer service and retention; expresses concerns to others.
* **Assures customer satisfaction** - Makes sure that customer solutions, practices, and procedures are carried out and achieve their objectives

**Continuous Improvement:**

Originating action to improve existing conditions, systems, structures and processes; identifying improvement opportunities, generating ideas, and implementing solutions.

**Key Actions**

* **Identifies opportunities** - Reviews processes to determine any gaps between current outputs and expected requirements.
* **Determines causes** - Identifies conditions that contribute to gaps or key variances; explores relationships between conditions and outcomes; distinguishes causes from symptoms and identifies primary causes.
* **Targets improvement ideas**—Generates ideas for solutions.
* **Liaise with** other parts of the organization to share, develop, and initiate industry best practices.

**Change Management**

Implements organizational and cultural changes needed to adapt strategically to changing market demands, technology, and internal initiatives; catalyzing new approaches to improve results by transforming organizational culture, systems, or products/services.

**Key Actions**

* **Identifies change opportunities** - Proactively recognizes the need for innovation or improvement and initiates efforts to explore alternative solutions.
* **Adopts change** - Takes action to improve organizational culture, processes, or products/services; establishes and encourages others to achieve a best practice approach; translates new ideas into concrete action plans.

**Contributing to Team Success**:

Actively participating as a member of a team to move the team toward the completion of goals.

**Key Actions**

* **Facilitates goal accomplishment –** Makes procedural or process suggestions for achieving team goals or performing team functions; provides necessary resources or helps to remove obstacles to help the team accomplish its goals.
* **Involves others –** Listens to and fully involves others in team decisions and actions; values and uses individual differences and talents.
* **Informs others on team –** Shares important or relevant information with the team.
* **Models commitment –** Adheres to the team’s expectations and guidelines; fulfills team responsibilities; demonstrates personal commitment to the team.

**Compelling Communication:**

Clearly and succinctly conveying information and ideas to individuals and groups; communicating in a focused and compelling way that captures and holds others’ attention.

**Key Actions**

* **Delivers clear messages** - Conveys messages logically, simply, succinctly, and at the right pace; does not digress; is in command of the message.
* **Communicates with impact** - Captures and holds audience attention; uses engaging and compelling language and tone to stimulate others’ thinking and actions; uses vivid analogies and illustrations to create mental images; uses visual aids when appropriate to enhance impact of the message.
* **Uses language appropriately** - Uses correct body language, demeanor, tone, grammar and punctuation; uses a format and terminology appropriate to the topic and audience.
* **Ensures understanding** - Checks audience understanding; presents messages in different ways to enhance their understanding.

**Technical/Professional**

**Knowledge and Skill**

Has achieved an understanding of sales process and techniques and their relevance to the project. Displays proficient administrative and technological skills

**Qualifications:**

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* Customer service experience in a comparable setting
* Proficiency in office software programs
* Ability to communicate fluently in English, Mandarin and/or Cantonese
* Experience in event management and contract administration
* Must be a self-starter, a team player, and able to work on multiple tasks concurrently

**Requirement:**

* Must be able to work weekends and willing to work a flexible hours.