

SUMMARY

Senior Brokerage Assistant provides efficient and accurate administrative assistance, marketing, research, and customer service for the Charlotte tenant representation team. Delivers best in class materials and results to our brokers and clients on or ahead of schedule. This role provides administrative support to senior leaders.

ESSENTIAL FUNCTIONS:

Brokerage Team:

- Provide support to the team in technology applications (e.g., CRM, InDesign, Outlook, Word, Excel, PowerPoint)
- Manage transactions in Dealio.
- Produce timely and accurate documents (reports, memos, proposals, charts, agreements, PowerPoint presentations, etc.).
- Coordinate and attend meetings – record, type, and distribute minutes, as needed.
- Schedule appointments, coordinate calendars and team travel needs.
- Prepare and execute expense reports on a regular and timely basis.
- Submit check requests for the team to Corporate Accounts Payable Department.
- Perform clerical duties including photocopying, mailing, and faxing documents.
- Assist team with preparing and updating client-specific reports.
- Audit and review documentation on commission terms as well as invoice and bill commissions.
- Assist and participate, as needed, for industry functions or client events.
- Assist team with preparing and updating client-specific reports.

Marketing & Research:

- Support the brokerage team in the preparation of client presentations and marketing collateral.
- Prepare tour books and other marketing materials for clients.
- Accumulate content for proposals.
- Coordinate/manage mailings – partner with marketing department and/or external vendor, as needed.
- Manage process of distribution list, updates, and activity reporting.
- Be active liaison with marketing department.
- Provide research (prospect, client, etc.) via online, offline, and third-party resources and provide industry-related news, as needed, partnering with research department.

Education & Experience:

- Bachelor's Degree or commensurate experience
- 5+ years in marketing and/or administrative support role.
- Real estate experience preferred
- Marketing background preferred

Knowledge, Skills & Abilities:

- Mandatory: Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Mandatory: Adobe InDesign
- Strong communication skills
- Attention to detail
- Customer service
- Planning and organizing
- Adaptability
- Self-starter
- Time management
- Assert discretion and professionalism in dealing with confidential and/or private information

Competencies:

- Team work – Works enthusiastically in a team atmosphere, promoting collaboration and idea sharing verbally and through actions; facilitates and provides support to other departments and team members as necessary
- Planning and Organization – Creates, implements and utilizes efficient systems and methods to maintain a highly-organized and neat workspace and office; establishes and maintains records management systems that are easily understood and utilized, compliant with all rules, laws and regulations
- Client Focus – Provides best in class service to employees, clients and vendors; dedicated to meeting the expectations and requirements of the external and internal clients, acts with customer in mind, establishes and maintains effective relationships, and gains trust and respect
- Dealing with Ambiguity – Can effectively cope with change, can shift gears comfortably, can decide and act without having the total picture, can comfortably handle risk and uncertainty
- Time Management – Proven ability to consistently manage multiple projects with accuracy and attentiveness to deadlines; keen ability to work autonomously or as a member of a team
- Written/Oral communication – Embodies forward-looking initiative to prepare, distribute and clarify meaningful, complete and ongoing communication with team members, clients, contractors and vendors; excellent written communication skills and compelling and professional communicator