

Real Estate Assistant – Job Description

Position: Real Estate Assistant

Location: Winston-Salem, North Carolina

Employment Type: Full-Time

Reports To: Real Estate Team/Lead Agent

Position Summary

The Real Estate Assistant provides administrative, transaction, listing, client, property, and vendor support to the real estate team. The position is responsible for helping ensure that transactions, listings, property projects, client communications, and day-to-day administrative responsibilities are completed accurately, efficiently, and on schedule.

The Real Estate Assistant must be highly organized, detail-oriented, dependable, professional, and capable of managing multiple priorities. The position requires strong communication skills, attention to detail, good judgment, and the ability to work independently while following established procedures and priorities.

Essential Duties and Responsibilities

Transaction Coordination

- Assist with the administrative management of real estate transactions from contract through closing.
- Track contract deadlines, due diligence periods, inspections, repair negotiations, financing milestones, appraisals, and closing dates.
- Maintain organized and accurate transaction files.
- Prepare, organize, and distribute transaction-related documents as directed.
- Coordinate communication among clients, agents, attorneys, lenders, inspectors, contractors, and other parties.
- Monitor outstanding transaction items and follow up as necessary.
- Assist with preparing information and documentation for closings.
- Maintain confidentiality of client and transaction information.

Listing Coordination

- Assist with preparing properties for listing and market.
- Gather and organize property information required for listings.
- Coordinate photographers, stagers, cleaners, landscapers, inspectors, contractors, and other service providers.
- Assist with scheduling and coordinating pre-listing repairs and improvements.
- Ensure listing information is accurate and complete.
- Assist with preparation of listing materials and marketing information.

- Coordinate updates to listings as directed.

Website and Online Content Management

- Enter, edit, and maintain property listing information on the company's website.
- Create and update property pages as needed.
- Upload and organize property photographs, documents, descriptions, and other listing materials.
- Make corrections and updates to website content in a timely manner.
- Ensure website information is accurate, current, and consistent with approved listing information.
- Learn and effectively use the company's website content management system.
- Assist with maintaining other online platforms and digital systems used by the company.

Client Communication and Customer Service

- Communicate professionally and courteously with clients, vendors, contractors, agents, attorneys, lenders, and other parties.
- Respond to routine phone calls, emails, and messages.
- Follow up with clients and vendors regarding outstanding items.
- Assist the team in providing a high level of client service.
- Relay information accurately and promptly to the appropriate team member.
- Escalate questions or issues requiring agent or management attention.

Property and Vendor Coordination

- Schedule contractors and service providers.
- Coordinate property access for vendors, inspectors, photographers, contractors, and other professionals.
- Obtain estimates and proposals as directed.
- Track the status of repair and improvement projects.
- Follow up with vendors regarding scheduling and completion of work.
- Visit properties as needed to coordinate access, check on projects, meet vendors, or confirm completion of work.
- Assist with ensuring properties are prepared for showings, inspections, photography, and closing.

Administrative Responsibilities

- Manage calendars, appointments, and scheduling.
- Organize digital and physical files.
- Maintain databases, spreadsheets, and other records.
- Prepare correspondence, forms, reports, and other documents.
- Enter and maintain information in the company's real estate software, CRM, MLS, website, and other systems.
- Assist with office organization and administrative projects.

- Maintain accurate records of tasks, projects, and outstanding items.
- Assist with other administrative duties as assigned.

Qualifications

Required

- Strong organizational and time-management skills.
- Excellent attention to detail.
- Strong written and verbal communication skills.
- Professional and courteous demeanor.
- Ability to manage multiple tasks and competing deadlines.
- Ability to work independently and prioritize responsibilities.
- Strong follow-through and accountability.
- Basic to strong computer skills.
- Ability to learn and effectively use new software and technology.
- Ability to navigate websites and accurately enter and edit information.
- Ability to maintain confidentiality and handle sensitive client information appropriately.

Preferred

- Previous real estate experience.
- Experience with transaction coordination.
- Experience with MLS systems, CRM systems, or real estate software.
- Experience managing or updating website content.
- Administrative or office management experience.
- Property management, construction, or project coordination experience.
- Customer service experience.
- North Carolina real estate license.

Performance Expectations

The Real Estate Assistant is expected to:

- Complete assigned tasks accurately and within established deadlines.
- Follow through on outstanding items without requiring repeated reminders.
- Communicate promptly when a task cannot be completed as expected.
- Identify potential problems or missed deadlines and bring them to the team's attention.
- Maintain accurate and organized records.
- Protect confidential client and company information.
- Represent the team and company professionally when communicating with clients and outside vendors.
- Take initiative and anticipate upcoming needs.
- Prioritize tasks appropriately in a fast-paced environment.
- Maintain a positive, cooperative, and solutions-oriented attitude.

- Demonstrate willingness to learn new systems, processes, and responsibilities.

Physical and Work Requirements

The position may require:

- Regular computer and telephone use.
- Sitting and working at a computer for extended periods.
- Occasional travel to local properties.
- Driving between properties, offices, vendors, and other locations as needed.
- Occasional walking through properties, including unfinished or construction areas.
- Occasional lifting or carrying of light materials and supplies.

Other Duties

This job description is intended to describe the general nature and level of work performed by the Real Estate Assistant. Responsibilities may change or expand based on the needs of the business.

The employee may be asked to perform additional administrative, property coordination, client service, marketing, or operational duties as assigned.