

# Allen Tate Real Estate, LLC

## Relocation Counselor

The relocation counselor is responsible for overseeing the real estate file from initiation to closing.

### Essential Job Responsibilities

- Conduct a needs analysis with the transferee to develop a strong understanding of his/her requirements to provide a connection with the best fit agent.
- Maintain regular and positive contact with transferee using verbal and written communication.
- Escalate issues as appropriate-partnering with management to ensure on-going client/customer satisfaction.
- Maintain file in a timely and accurate manner in the tracking system including updating actions, document uploads, and important notes for each relocation.
- Correspond with real estate agents, relocation companies and corporate clients
- Work with Branch Leader to select the best agent match to assist the customer
- Request and receive updates from the agents and provide to referral contact

### Additional Duties

- Assist other counselors and office administrator as required.
- Review sales/closing reports to insure that the referral information is correct and mail out the checks to the client.
- Review agent conversion and be responsible for increasing referral business.
- Help with marketing to clients through mailings and personal contact.

### Qualifications for Position:

- Four-year degree preferred
- Real Estate background preferred
- Proficient computer skills
- Excellent verbal and written communication skills displaying tactfulness in all situations
- Professional and courteous phone contact with all customers, clients and suppliers
- Strong customer service skills
- Must be able to handle multiple tasks in a fast paced environment with attention to detail
- Must be able to work independently and research problems/questions as required
- Must possess strong organization skills and be able to prioritize
- Professional appearance
- Dependable
- Ability to handle challenging situations
- A team player

Please send your resume to [keela.shumard@allentate.com](mailto:keela.shumard@allentate.com) for consideration.