



[JOB DESCRIPTION FOR REAL ESTATE VIRTUAL ASSISTANT]

Primary Position Objectives

An Independent Contractor who works remotely and uses technology to deliver services to clients globally.

Position Title: General Virtual Assistant (GVA)

PAYSCALE: Level 1

Full Time: \$_____ Part Time: \$_____

Key Responsibilities	Designation	
General Virtual Assistant with Real Estate Experience and know at least ONE of the task listed	<ul style="list-style-type: none"> • Listing Coordinator • Marketing Coordinator • Transaction Coordinator • Utility Coordinator • Bookkeeper • Reimbursement Specialist • Pre-Listing Coordinator • BPO/MSR Coordinator • Property Preservation Specialist • Closing Coordinator • Closing Assistant Coordinator 	
Key Qualifications	<ul style="list-style-type: none"> • Must be proficient with MS Office Suite (Word, Excel, PowerPoint) • Secretarial administrative skills required (email, scheduling, bookkeeping,) • Good spelling, punctuation and grammar • Excellent English communication skills • Proficient with Goggle Suite (Gmail, Calendar, etc) • Time management skills required • Ability to work as part of a collaborative team remotely • Candidate must be very organized and detail oriented • Candidate must be service driven with excellent customer service skills • Creative problem solver and highly adaptable to client needs • With Real Estate Experience • At least 1 year of college or vocational course required • Preferred...candidates who specialize in the administrative components of marketing and database management/IT Support. 	
Required Technical Requirements	<ul style="list-style-type: none"> • Personal Computer Computer Processor: at least Dual Core Processor Computer Memory: at least 2.00 GB RAM • Internet Speed 2 MBPS plan or higher primary connection 1 MBPS or higher backup connection • A quiet work environment 	

<p>Tasks Description</p>	<p>Listing Coordinator <i>To ensure all homes are properly listed in the local MLS, provide price reductions and provide Agents with any additional information they may need to sell the home(s) to a potential buyer.</i></p> <ul style="list-style-type: none"> List all homes that have received a Listing Agreement in the local MLS, upload photos, all documentation and bank addendums needed. Enter new listing information in REO Maestro, Tayza, Top Producer, Wise Agent, EBroker House etc, update Craigslist, #1 Expert and IVR system. Complete price reductions. Order signs installation, keybox installation and create flyers. Enter all information into REO Maestro, Tayza, Top Producer, Wise Agent, EBroker House etc. <p>Marketing Coordinator <i>Markets active listings for maximum buyer and agent exposure. Includes, but not limited to, flyers, internet marketing, print media, social media, open houses and Broker's opens. Follows up with any agents interested in the listing and provide feedback to client/seller.</i></p> <ul style="list-style-type: none"> Listing input Flyers Signage Keybox installation If property vacant, schedules property checks to ensure in good standing and prevent vandals, squatters Price reductions Agent and buyer feedback to seller Provide monthly market analysis for seller to stay on top of market value pricing List in local newspaper, social media sites and print media Schedule open houses, broker's opens and office tours Work with agents to write offers <p>Transaction Coordinator <i>Manage and coordinate the activities of real estate owned (REO) properties, from the time the property is received by the foreclosure unit to the time the asset is ready to be listed in the marketplace.</i></p> <ul style="list-style-type: none"> Responsible for planning and scheduling courier routes to achieve efficient coverage for assigned areas. Maintains client relations by addressing their concerns and resolving any problems. Receiving assignments and allocating them among available drivers and vehicles.
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	<ul style="list-style-type: none"> • Resolves administrative problems by coordinating preparation of reports, analysing data, and identifying solutions. • Managing a group of couriers and drivers, ensuring good performance, and conducting regular trainings and tests • Provides information by answering questions and requests. • Prepare and maintain REO files for each property. • Ensure the eviction process is being conducted in accordance with all local & federal regulations • Ensure timelines are met • Escalate potential special circumstances to upper management. • Negotiate “Cash For Keys” <p>Utility Coordinator <i>To ensure all assets have working utilities, provide HOA information, resale certificates, Septic information & requirements and ensure properties are properly cleaned, winterized and/or de-winterized.</i></p> <ul style="list-style-type: none"> • Initiate all utilities for assets • Research any lien payoffs or past due amounts and ensure they are paid, with Asset Manager approval. • Coordinate with Accounting on any billing issues. • Close utility accounts for closed assets and request final billing. • Research HOA information • Order Resale Certificates and provide answers to any HOA inquiries. • Complete tax research on all assets. • Order Septic Pumping and county inspection (if required). • Order well test, side sewer test and Operation & Maintenance Evaluations, if applicable. • Order other initial services, such as trash out, re-occurring yard service, sales cleans and winterizations/de-winterizations. • Once tasks are completed, provide photos and invoices to accounting. • Document notes in REO Maestro, Taza, Top Producer, Wise Agent, E-Broker House etc. <p>Bookkeeper <i>Office Bookkeeper – maintain current books in QuickBooks.</i></p> <ul style="list-style-type: none"> • Sort and open and properly distribute all mail • Post all incoming bills and invoices
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	<ul style="list-style-type: none"> • Pay bills on a weekly basis • Submit all reimbursements to the proper bank portal • Ensure 100% of all reimbursements are collected • Handle all AP/AR • Balance books on a weekly basis • Provide CEO/Team Leader with a P&L weekly <p>Reimbursement Specialist <i>Maintain and keep a detailed list of all outgoing and incoming expenses on REO Properties.</i></p> <ul style="list-style-type: none"> • Printing of checks, match to invoices and submit for approval and signature. • Copying of all checks and invoices in preparation for submission to banks • Mail out checks • File to accounts payable and Scan and save invoice and check to the property files in Client Database • Submit to appropriate bank • Post submission in QuickBooks • Daily checks for rejections and reconcile • Re-file property files <p>Pre-Listing Coordinator <i>Manage and coordinate the activities of real estate properties, from the time the property is received to the time the home is ready to be listed on the marketplace.</i></p> <ul style="list-style-type: none"> • Responsible for planning and scheduling courier routes to achieve efficient coverage for assigned areas. • Maintains client relations by addressing their concerns and resolving any problems. • Receiving assignments and allocating them among available drivers and vehicles. • Resolves administrative problems by coordinating preparation of reports, analyzing data, and identifying solutions. • Managing a group of couriers and drivers, ensuring good performance, and conducting regular trainings and tests • Provides information by answering questions and requests. • Prepare and maintain REO files for each property. • Ensure the eviction process is being conducted in accordance with all local & federal regulations • Ensure timelines are met • Escalate potential special circumstances to upper management.
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- Negotiate “Cash For Keys”
- Order Sign Installation
- Create Property Flyer with IVR#

BPO/MSR Coordinator

Provide BPO’s and MSR’s to banks so they may price an asset according to its present market value and allow price reductions accordingly.

- Gather all subject property information and surrounding comparable like-kind property information from the MLS, tax records and public records and enter into the bank’s BPO/MSR forms.
- Make proper adjustments to property value to determine the current market value of the asset.
- Document notes in REO Maestro, Tayza, Top Producer, Wise Agent, EBroker House etc.

Property Preservation Specialist

Who has knowledge and background in Property Preservation. This position will require good communication skills, time management and organization.

- Retrieve daily reports from internal sources and vendor website, and take appropriate action based on information provided.
- Review, analyze and approve escalated bids, approving the vendor to order property preservation work as necessary.
- Manually order property inspections; as well as RUSH preservation/emergency work as necessary.
- Serve as liaison between internal departments and Property Preservation Vendor.
- Advise appropriate groups of vacant properties or maintenance issues, and take appropriate action to secure and preserve the property.
- Resolve issues and questions related to property inspections or preservation work.
- Ensure Inspectors and Contractors are able to gain access to vacant properties. Working the Bankruptcy loans to ensure we are getting approval to access those properties.
- Research vacant land issues, notify appropriate departments, and coordinate with those groups to ensure all necessary tasks are completed.
- Coordinate with various cities to manage and resolve city code violations, and take appropriate action to prevent future violations.
- Work with state, cities and counties to ensure

	<p>we are following all compliance guidelines set for each area our properties are located. As well as coordinate with internal departments on any changes that are needed to keep us in compliance.</p> <p>Closing Coordinator <i>To negotiate all offers on and follow thru closing.</i></p> <ul style="list-style-type: none"> • Receive all offers and check them for completeness and accuracy. • Maintain constant communication with Buyer Agent and Seller/ Asset Manager. • Present offer to Seller/Asset Manager in bank's website or on bank's form and negotiate with Buyer Agent and Asset Manager to obtain a verbal agreement. • Coordinate with closing agency and follow property thru closing. <p>Closing Assistant Coordinator <i>Assist the closing coordinator.</i></p> <ul style="list-style-type: none"> • Call all parties to alert that home has closed • Mark SOLD in MLS • Update White Board • Order Sign removal • Order Key Box removal • Update Closing Coordinator that file is CLOSED • Update client database with Clients new address
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[JOB DESCRIPTION FOR REAL ESTATE VIRTUAL ASSISTANT]

Position Title: General Virtual Assistant (GVA)	
PAYSCALE: Level 2	Full Time: \$ _____ Part Time: \$ _____
Key Responsibilities	Brief Description of Duties
General Virtual Assistant with Real Estate Experience and knows MORE THAN one task from the list	<ul style="list-style-type: none"> • Listing Coordinator • Marketing Coordinator • Transaction Coordinator • Utility Coordinator • Bookkeeper • Reimbursement Specialist • Pre-Listing Coordinator • BPO/MSR Coordinator • Property Preservation Specialist • Closing Coordinator • Closing Assistant Coordinator • Telemarketer • Marketing Coordinator • Buyer Agent Coordinator • Blogger(s)
Key Qualifications	<ul style="list-style-type: none"> • Must be proficient with MS Office Suite (Word, Excel, PowerPoint) • Secretarial administrative skills required (email, scheduling, bookkeeping,) • Good spelling, punctuation and grammar • Excellent English communication skills • Proficient with Goggle Suite (Gmail, Calendar, etc) • Time management skills required • Ability to work as part of a collaborative team remotely • Candidate must be very organized and detail oriented • Candidate must be service driven with excellent customer service skills • Creative problem solver and highly adaptable to client needs • With Real Estate Experience • At least 1 year of college or vocational course required • Preferred...candidates who specialize in the administrative components of marketing and database management/IT Support.
Technical Requirements	<ul style="list-style-type: none"> • Personal Computer Computer Processor: at least Dual Core Processor Computer Memory: at least 2.00 GB RAM • Internet Speed - DSL (wired) or 4G wireless only Download at least 2 MBPS plan or higher primary connection Upload at least .7 MBPS or higher You can upgrade after being hired - this is tested during your interview • A quiet work environment with no sounds of family, children, pets or livestock • USB Headset preferred - again you can upgrade after being hired
Task Description <i>(please see other task description listed from Level 1 payscale)</i>	<p>Telemarketer <i>Call and set buyer and listing agent appointments</i></p> <ul style="list-style-type: none"> • Call potential buyers and seller's from various sources including but not limited to, MLS expires, craigslist, Web site inquiries – keep track of appointments on Daily Tracker Sheet.

Marketing Coordinator

Markets active listings for maximum buyer and agent exposure. Includes, but not limited to, flyers, internet marketing, print media, social media, open houses and Broker's opens. Follows up with any agents interested in the listing and provide feedback to client/seller.

- Listing input
- Flyers
- Signage
- Keybox installation
- If property vacant, schedules property checks to ensure in good standing and prevent vandals, squatters
- Price reductions
- Agent and buyer feedback to seller
- Provide monthly market analysis for seller to stay on top of market value pricing
- List in local newspaper, social media sites and print media
- Schedule open houses, broker's opens and office tours
- Work with agents to write offers

Buyer Agent Coordinator

Support buyer agents by providing agent detailed reports on all offers written and offers in pending status through closing. Holds agent accountable for prospecting, showings and writing contracts. Provide support to agents by drawing up offers for agent review and buyer signatures. Once contract is written, buyer agent coordinator oversees the pending process through closing and updates buyer agent through the process.

- Manage buyer agent report
- Ensure agent attendance at all meetings and call nights
- Write up offers for buyer agent review, as needed
- Keep track of each agent's prospects and call log
- Attend each morning call
- Reviews offers written to ensure accuracy
- Manage pending transaction through closing
- Provide weekly agent updates on pending transactions
- Advise buyer agent of any needed items from buyers

Blogger(s)

Publish blogger is an experienced specialist who can give pieces of advice or has an opinion which is adopted by the novices in the domain, so any blogger has the moral duty of correct and relevant information of the readers.

- Update Company Blog daily
- Blog on outside sites daily
- Back linking



[JOB DESCRIPTION FOR REAL ESTATE VIRTUAL ASSISTANT]

Position Title: Inside Sales Agent (ISA)	
PAYSCALE: ISA	Full Time: \$_____ Part Time: \$_____
Key Responsibilities	Brief Description of Duties
General Virtual Assistant with Telemarketing Experience	<ul style="list-style-type: none"> • Booking appointments with leads/prospects • Receptionist duties (answering occasional calls) • Calendar Management • File Management (organizing files using Dropbox etc) • Creating basic reports (reports on weekly tasks, deliverables, sales) • Set-up Social Media Accounts (Facebook, Twitter, LinkedIn, Youtube) • Manage and update Social Media Accounts • Sales Inventory Trending Reports • Send, Track & Monitor Promotional Campaigns • Organize Feedback Leader Data • Schedule Open House • Inbound/Outbound calls
Key Qualifications	<ul style="list-style-type: none"> • Must be proficient with MS Office Suite (Word, Excel, PowerPoint) • Secretarial administrative skills required (email, scheduling, bookkeeping,) • Good spelling, punctuation and grammar • Excellent English communication skills • Proficient with Goggle Suite (Gmail, Calendar, etc) • Time management skills required • Ability to work as part of a collaborative team remotely • Candidate must be very organized and detail oriented • Candidate must be service driven with excellent customer service skills • Creative problem solver and highly adaptable to client needs • At least 1 year telemarketing experience • At least 1 year of college or vocational course required • Preferred...candidates who specialize in the administrative components of marketing and database mgmt/IT Support.
Technical Requirements	<ul style="list-style-type: none"> • Personal Computer Computer Processor: at least Dual Core Processor Computer Memory: at least 2.00 GB RAM • Internet Speed 2 MBPS plan or higher primary connection 1 MBPS or higher backup connection • A quiet work environment