

Job Description

The Inside Sales Agent (ISA) prospects for new clients, cultivates client relationships, sets client appointments, and manages all leads within the contact management database. Calls are made each day to reach potential clients, obtain the necessary information to qualify them for an appointment, and schedule meetings with the listing and/or buyer specialist.

Required Skills

Effective written and verbal communication

Excellent phone skills- strong closer to set appointments

Comfortable memorizing and delivering call scripts

Excellent Customer service and listening abilities

Strong relationship building know-how

Highly-organized and detail-oriented

Able to meet and exceed goals

Must be proficient with computers and be able to effectively work with spreadsheets and client management software

Responsibilities

Work a scheduled 40 to 50 hour week

Prospect for new clients calling on:

- Expireds/FSBOs
- Buyers
- Sphere of Influence
- Past Clients / Database
- Just Listed / Just Sold
- Open Houses

Call past clients for referrals

Practice call scripts at least 3 hours per week

Conduct 10 to 20 hours of lead followup per week

Manage contact database system.

Attend training/coaching sessions and establish daily role-play partners.

Track weekly goals to measure lead conversion ratio and meet performance benchmarks