

Sterling HOMES

A QUALICO Company

Title: Host (part time)

Location: Showhomes and Sales Centres in Calgary and surrounding communities.

At Sterling Homes, our people make the difference. We offer an exciting place to build your career with competitive compensation and benefit packages, company matching RRSP/DPSP program, employee home purchase program and employee discounts.

Job Overview

Reporting to the Sales Manager, as the **Host (part time)** you will support the new home sales process. You also assist in maintaining the assigned showhome(s) or sales centre to ensure exceptional customer experience throughout the home buying process.

Your day-to-day responsibilities will include:

- Acting as the first point of contact for customers, responding to incoming calls and emails, and booking appointments to ensure delivery of excellent customer service.
- Providing customers with showhome tours, product information and purchase process.
- Assisting in qualifying potential purchasers and converting them into qualified buyers. Tracking customer information, and assisting in obtaining financing.
- Continually inspecting and ensuring showhome(s) or sales centre are appealing and presentable.
- Supporting customers throughout the home building process, and coordinating project changes and walkthroughs.
- Performing a variety of administrative tasks such as data entry, filing, calendar management, tracing customer deposits, and maintaining office supplies, sales brochures and signage.

As our ideal candidate, you are...

- A strong communicator; you clearly express your thoughts in conversation and in written communication.
- An active listener; you seek to understand and listen to others in a non-judgmental way.
- Mindful; you respect diversity and deal with sensitive situations using high degree of integrity.
- Excellent service oriented; you handle relations with customers, internal and external parties with tact and diplomacy.
- A creative problem solver; you think outside the box for solutions without fear of failure.

Essential Requirements

- High School Diploma, or equivalent.
- Minimum 3 months of customer service experience.
- Valid driver's licence and access to a reliable vehicle.
- Satisfactory verification of criminal record check.
- Comfortable using office equipment, Microsoft Office programs (Outlook, Word, Excel, Teams, SharePoint and PowerPoint), CRM and accounting software (HubSpot, NewStar).

Preferred Qualifications

- Prior experience in new home sales, as well as knowledge of the new home building industry, is a strong asset.

What We Value

- Creating trusting and successful working relationships.
- Setting clear, measurable and achievable goals.
- Cooperating with team members in an open, positive and respectful manner.
- Staying current with technical job skills.
- Taking responsibility for the outcomes of decisions and actions.

Work Conditions

You primarily work in a showhome or sales centre setting. Hours are part time, primarily afternoons, evenings and/or weekends. Monday to Wednesday 2:00 pm-8:00 pm, Sat/Sun & stat holidays 12:00 pm-5:00 pm. Travel to off-site meetings or other showhomes is required.

About Us

Sterling Homes, a single-family business unit of Qualico, has been building homes in Western Canada for over 60 years and providing outstanding service to homebuyers in many of Western Canada's finest communities. We are committed to providing the best new home experience possible by providing an unwavering commitment to quality of design, construction, and customer service. Sterling Homes operates in Edmonton, Calgary and Winnipeg. To learn more, click [here](#).

Qualico welcomes applications from people with disabilities. Accommodations are available upon request during the assessment and selection process.

Candidates being considered will be contacted. We thank you for your interest. Join our [Talent Community](#) to stay up to date on job opportunities and to find out why we have the best reason to come to work every day.

Closing Date: March 20, 2025

[Apply here](#)