

# Sterling HOMES

A QUALICO Company

**Title:** Sales Assistant

**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 **Sales Assistant** you will support the new home sales process. You also assist in maintaining the assigned showhomes and sales centre and provide customers with an exceptional customer experience throughout the home buying process.

Your day-to-day responsibilities will include:

- Acting as the first point of contact for customers and ensuring excellent customer service is provided.
- Providing customers with showhome tours, product information and purchase process. Answering incoming calls and emails, and booking appointments.
- Assisting in qualifying potential purchasers and converting them into qualified buyers. Tracking customer information, and assisting in obtaining financing.
- Continually inspecting and ensuring showhomes and sales center are appealing and presentable.
- Supporting customers throughout the home building process and coordinating project changes. Providing updates on building progress and coordinating 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 6 months of sales experience.
- Valid driver's licence and access to a reliable vehicle.
- Satisfactory verification of criminal record check.
- Proficient in Microsoft Office programs (Outlook, Word, Excel, Teams, SharePoint and PowerPoint), CRM and accounting software (HubSpot, NewStar etc.).

## **Preferred Requirements**

- Prior experience working in the Residential Home Building industry is preferred.

## **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.

- Consistently meeting customer expectation.
- Taking responsibility for the outcomes of decisions and actions.

**Work Conditions**

You primarily work in a showhome or sales centre setting. Hours are primarily regular business hours with evenings and/or weekends as well as travel to off-site meeting or other showhomes occasionally 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](#)