



Position Description BUILDING CONSULTANT

PURPOSE	<p>Actively promote the Classic brand to all potential clients and qualify potential leads to genuine sales opportunities.</p> <p>Use Classic tools and processes to gather all relevant information vital to the presentation of a contract, ensuring clients are fully aware with all aspects of the plans and schedules prior to signing. Work with client during the Create process using persuading and influencing skills to close the sale.</p> <p>After sale ensure all information is provided during the Colour process – in turn producing a seamless handover to the Operations team.</p> <p>Maintain a constant focus on delivering remarkable service, striving to achieve 100% in the company client feedback satisfaction measures.</p>
DIVISION	Classic Builders
LOCATION	Auckland
REPORTS TO	Regional Manager
KEY RESPONSIBILITIES	<p>Showcase Classic at the show homes</p> <ul style="list-style-type: none"> • Show home manned between hours stated and agreed with Manager in coordination with your team • Keep show home clean, tidy and in a welcoming state for clients • Provide leads to Building Co-Ordinator to input into foot traffic register • Enter all qualified prospects into the PM system within 2 working days • Facilitate all cold leads into the PM System within 2 working days • Follow up all leads in a timely manner- Hot within 48 hours, Warm & Cold within 5 working days • Any displayed pricing or specification is relevant and up-to-date • Showcase Classic at Home show stands at required rostered times throughout the year • Present yourself in a tidy and respectful manner at all times • Use networking skills to promote Classic to your contacts i.e. Real-estate agents • Present to your manager marketing opportunities and ideas where Classic could be showcased within your community <p>CREATE Dreams</p> <ul style="list-style-type: none"> • Obtain clients budget, site details and record in system, complete estimate costing sheet, present Scheme plan deposit form and advise accounts of pending payment • Work with clients through Scheme plan changes and best design options for their site and families' situation • Ensure the clients are aware of the Classic CREATE process, and guide them through • Complete Classic Create Book in full with all clients, obtaining their required specifications and product choices • Complete a Schedule of fittings from the create book and send to QS present the Schedule, plan and Contract to your manager for a buildability review • Present in person to every client a full schedule, contract and plan revision following the completion of the CREATE process.

- On client acceptance of a contract confirm all documentation is correctly signed off, deposit obtained and all required documentation is correctly uploaded into the PM system.

COLOUR Dreams

- Present unconditional countersigned contract to your client and explain in detail the COLOUR process, time frames and what their requirements are
- Monitor the pre-consent requirements and follow up with clients, sub-contractors or suppliers if information is not returned in a timely manner
- Follow the Classic process if your client requests any Variation to the signed contract being plan or product changes. All variations to be signed by clients and uploaded into the system with corresponding information
- Present and obtain clients signature on the Working Drawings when completed and prior to being lodged with Council
- Arrange the preconstruction meeting when advised that the consent is approved and Colour Your Dreams document is available.
- Attend the Pre-construction meeting, ensuring that all documentation has been uploaded in the system and a seamless handover to the operations team is achieved. Discussing any changes to date.

HOUSE & LAND Packages

- Know and understand what lots are available in what subdivisions.
- Obtain all information required for a Sale & purchase agreement including signatures, deposit and BCI form sending to Manager
- Follow the House & Land check list
- Advise clients of their choices with product changes & colour options (As advised by the House & Land coordinator on release of the H&L packages)
- Monitor time frames and follow up of Sale & purchase sign offs with Clients

Track and Achieve Sales

- Achieve targeted sales per month/quarter
- Track jobs/clients in fortnightly sales tracking report
- Attend weekly one on one meetings and fortnightly sales team meetings with manager
- Plan for your forecasted sales and actions each month in the Monthly Action Plan
- Track timeframes at pre-consent stage, ensuring the standard time frame is achieved and not delayed

Client management

- During the Create, Colour , Working Drawing and Building Consent process keep in contact with all clients fortnightly at a minimum
- Any variations to contract are completed following the Classic procedure and client signatures are obtained on all excepted variations
- Action any client queries or requests in a timely manner
- Ensure at the pre-construction meeting all processes in the Classic COLOUR stage have been completed
- Achieve a clean handover to the construction manager
- Attend the handover, presenting the Sales gift or present sales gift to clients as per the Classic Client Communication Plan.

Health and Safety

- Work safely and lead by example through appropriate safety attitudes and behaviours.
- Understand and abide by the Classic Group Health and Safety policies.
- Personal protection equipment must be worn at all times while on site.

Other

- Attend any Operations meetings or monthly Focus meetings as required
- Adhere to Company Policies and Procedures at all times.
- Maintain and respect personal, Company and Client equipment, property and plant.
- Any other reasonable, relevant and lawful duties as required or instructed by the Regional Manager.

COMPETENCIES

Technical Competencies and Qualifications

- Minimum 5 years' experience in sales
- Exceptional communication skills
- Technology literate
- Strong Microsoft Office Suite abilities

Behavioural Competencies

Deciding and initiating action

- Makes prompt, clear decisions which may involve tough choices or considered risks
- Takes responsibility for actions, projects and people.
- Takes initiative, acts with confidence and works under own direction
- Initiates and generates activity

Persuading and influencing

- Makes a strong personal impression on others
- Gains clear agreement and commitment from others by persuading, convincing and negotiating
- Promotes ideas on behalf of self or others
- Makes effective use of political processes to influence and persuade others

Relating and networking

- Establishes good relationships with customers and staff
- Builds wide and effective networks of contacts inside and outside the organisation
- Relates well to people at all levels
- Manages conflict

Delivering results and meeting customer expectations

- Focuses on customer needs and satisfaction
- Sets high standards for quality and quantity
- Monitors and maintains quality and productivity
- Works in a systematic, methodical and orderly way
- Consistently achieves project goals

Coping with pressure and setbacks

- Works productively in a high pressure environment
- Keeps emotions under control during difficult situations
- Balances the demands of work life and personal life
- Maintains a positive outlook at work
- Handles criticism well and learns from it

Planning and organising

- Sets clearly defined objectives
- Plans activities and projects well in advance and takes account of possible changing circumstances
- Manages time effectively
- Identifies and organises resources needed to accomplish tasks
- Monitors performance against deadlines and milestones

Following instructions and procedures

- Appropriately follows instructions from others without unnecessarily challenging authority
- Follows procedures and policies
- Keeps to schedules
- Arrives punctually for work and meetings

PERFORMANCE MEASURES

MARKET DEVELOPMENT

of leads obtained
Conversion rate (DB) jobs lost against jobs won
Classic care feedback >80%

PROCESS AND SYSTEMS

Obtained accurate and complete site information
Create the Dream process completed in full
Sale and purchase agreements completed accurately
All schedules are accurate and complete

PEOPLE AND PERFORMANCE

sales per month

FINANCIALS

All jobs run to budgeted margin
Schedules are correct with accurate pricing including VO's

Classic CODE

Our CODE is a set of behaviours and attitudes that have been created to empower and guide our people to achieve the success that we've envisioned for the Classic group of companies. It shapes our culture, our work environment and our levels of engagement across Classic. Our CODE provides everyone working within Classic with a clear understanding of the behaviours and mindset required to thrive as an individual, a team and a company.

the CLASSIC CODE



We Care

Go: ABOVE and BEYOND
FOR OUR customers

Work: in partnership with our clients

Provide: SOLUTIONS
that deliver RESULTS

WE WORK AS ONE TEAM

Have: HONEST + REAL conversations

Keep: everything **ABOVE**
THE LINE

Support: our work whanau

We are daring

Seek: OPPORTUNITIES to improve

Be: **DIFFERENT & BOLD**
with our actions and thoughts

Work: SMARTER with **TECHNOLOGY**

WE DELIVER EXCELLENCE

Contribute: TO A positive AND fun WORKPLACE

Bring: our **A-GAME** to work

Share: a COMMITMENT
to deliver quality