

CBRE
CB RICHARD ELLIS
JOB DESCRIPTION

Job Title: Specialist, Client Services

Reports To: Varies

Job Code: AX034Z

Salary Grade: 6

Business Unit: Various

Prepared Date: April 2006

Approved By: Human Resources – Compensation Department

Approved Date: August 2006

JOB SUMMARY

Under limited supervision performs a wide variety of specialized, complex tasks in support of the customized -business requirements of a Sales team. Overarching responsibilities include interpretation and execution of CBRE Sales and Marketing department operational policies and procedures. This position retains latitude in formulation and implementation of new procedures and processes within the Sales team that are consistent with corporate objectives. Maintain confidentiality of Sales, Marketing, Client, and proprietary information and data in all communications.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Participates in the formulation and strategy for marketing properties and expanding business.

Creates and produces electronic and/or direct marketing campaigns for sale or lease of properties to include customized property information materials, comparable market analyses, market and industry research, and targeted mailing lists.

Assesses team and client needs to determine appropriate methodology, format, and medium in creating marketing and presentation materials.

Supports Sales team members in the implementation of business marketing strategies for clients upon closing of sale.

Manages and updates marketing infrastructure which may include a database system, intranet, and external web site, including data on all prospects.

Determines data requirements and provides direction to a centralized function within the Sales team environment and/or Research, Financial Analysis, Marketing, etc.

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Conceptualizes and develops the design of flyers, property brochures, proposals or offering memoranda for the purpose of closing sales.

Develops and catalogs business intelligence for assigned sales team.

Sources Investment properties and brokerage investors by researching local and national databases. Tracks and reports on investor responses and communications.

Audits and manages the update and maintenance of office transactions to include listings and sales.

Analyzes competitive and industry information and provides data and recommendations to the team.

Provides client services that enhance and expand business.

Actively participates in client meetings.

Conducts property tours for clients; shows space and discusses property specifications.

Regularly Interfaces with client, resolving complex issues, providing technical, marketing, or other information as requested.

Responds to pricing and/or non-routine or more complex inquiries and develops proposals in collaboration with team members.

Performs other relevant duties as requested or assigned.

SUPERVISORY RESPONSIBILITIES

No formal supervisory responsibilities. May provide technical and/or professional advice to team members

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and EXPERIENCE

- Bachelor's Degree in Marketing, Communications, Business or related field required
- 5+ years experience in progressively responsible professional level marketing, sales, or communication jobs
- 3+ years experience in the Real Estate industry; CBRE experience preferred
- Demonstrates creativity and professionalism in presenting marketing and sales data for a diversified audience
- Advanced Microsoft Office Suite and website software skills

- Excellent organizational, communication (written, oral, telephone), customer service and public relations skills required.
- Highly developed presentation skills; demonstrated ability to present materials and some complex information effectively in both one-on-one and group situations
- Demonstrates problem solving, decision making, and analytical skills.
- Ability to prioritize, and manage multiple tasks, and meet stringent deadlines

CERTIFICATES and/or LICENSES

Current real estate sales license for State where work is performed

COMMUNICATION SKILLS

Must possess excellent oral, written and interpersonal skills. Ability to speak clearly and persuasively, as well as listen and respond well to inquiries. Demonstrate high level of group presentation skills and effectively present numerical data. Able to work cohesively in a team environment. Able to maintain confidentiality and integrity of data being reviewed by internal and external clients.

OTHER SKILLS and/or ABILITIES

Focus on problem solving, mathematical analysis and project management. Knowledge of accounting and business law helpful. Should have advanced knowledge in Microsoft Office software and Project Management software.

SCOPE OF RESPONSIBILITY

Decisions made with understanding of procedures, company policies, and business practices to achieve general results and deadlines. Responsible for setting work unit and/or project deadlines. Errors in judgment may cause short-term impact to department.

DISCLAIMER

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.