



Glass Properties Group
Keller Williams Realty Urban Elite
3550 W 38th Avenue #20 | Denver, CO 80211
Each Office is Independently Owned and Operated



GlassPropertiesGroup.com | KWCommercial.com

Job Title:

Broker Assistant of Operations
Glass Properties Group | KW Commercial

Where you will work:

Denver Metro Area - 80% in Office / 20% Remote or Work from Home – Full Time
Keller Williams Office, Denver – Highland Neighborhood

Reports to:

Senior Real Estate Broker | Director KW Commercial

Compensation:

\$45,000 - \$60,000 salary + bonuses (depending on experience)
15 Days Paid Time Off (PTO) + 10 Paid Federal Holidays

Who are we?

The Glass Properties Group with KW Commercial is a top-producing team of broker advisors for Commercial & Residential real estate. The mission of the Glass Properties Group is to help our clients build wealth through real estate - starting with their first home and moving on to help them build a portfolio of Commercial and Residential investment properties.

We work with Real Estate Investors. Our team specializes in Multifamily Buildings, Mix-Use, Fix & Flips, rental opportunities, and other investment real estate for the entire Colorado Front Range including the Denver Metro Area, Colorado Springs, Northern Colorado as well as the Mountain Regions. We provide premier customer service and strive to build long term relationships with our clients. Our team is set apart from the Realtor/broker industry by 1) working more as real estate advisors versus just sales agents, 2) being very responsive and available to clients, vendors and other brokers 3) working with a wide range of clientele from first time purchasers to very savvy investors, corporations and institutional buyers and 4) being advanced problem solvers and offering real & unique solutions for real estate owners, buyers and sellers.

Who are we looking for?

The Broker Assistant is the right hand and personal helper to the Senior Broker. This role will support one agent and will be working in a small business environment as a “Master of Systems”, consistently seeking new, innovative, and efficient business processes that save time and money. This person will manage the real estate transaction from “Under-Contract to Close.” They will work on all the operations of the business freeing the Senior Broker to focus



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more on *generating transactions* than closing them. This person will also work with a full-time virtual assistant to help them get projects completed.

The Broker Assistant is comfortable with marketing and prospecting for new business within our database and interacting with clients. As the success of the business grows, this individual has the potential to be promoted to Director of Operations, responsible for supporting more agents, department members and assistants to ensure all administrative tasks continue to be completed to high standards with maximum efficiency.

What will you do?

These are the standards a well-above-average performer will maintain or exceed:

Operations & Administration

- Works as Transaction Manager and oversees all real estate contracts through closing.
- Works with virtual assistants and vendors to build, implement, and manage all systems for transaction coordination, internal communication, client communication, expense management, CRM, and marketing.
- Prepares data for real estate comps to assist Senior Brokers in creating Property Market Analysis (CMA) and Broker Opinion of Value (BOVs)
- Assist with in-person showings and coordinate meeting with inspectors, appraisals, contractors, and other vendors at properties.
- Property management – Advertise vacant units, follow-up with tenants, showing vacant apartment homes and coordinate with vendors, and contractors for rental/investment properties owned by the Senior Broker.
- Project management of rehab investments of the Senior Broker– Meet with contractors, track invoices and inventory of material.
- Provides customer service with buyers, sellers, and vendors.
- Follow-up with past and existing clients that the Senior Broker has met with phone calls to internal database of real estate owners.
- Manage referral program, client reviews, and client gifts.
- Miscellaneous personal assistant tasks, as needed.
- Run errands needed for the business (pick up signs, lock boxes, brochures, final walkthroughs, etc)



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Marketing & Lead Generation

- Daily contacts with the Senior broker's database and existing clients and accounts. Warm Calling Lead Generation.
- Works with virtual assistant to create marketing materials and manages advertising and brand promotion which includes:
 - Email marketing
 - Text message marketing
 - Website
 - Public Relations
 - Social Media and YouTube
 - Multiple Listing Service (MLS)
- Create engaging monthly newsletters for residential and commercial clients.
- Event planning and coordination for client appreciation and educational events/seminars
- Coordinate Open Houses, Broker Opens
- Create listing presentations, mailings, and letters as needed.

Essential Daily duties and responsibilities

- Daily touches/follow-ups of existing clients/database to ask for repeat business, referrals and reviews (10 hours per week)
- Transaction Management - Oversight of all contracts through closing.
- Customer/Vendor/Contractor/Broker relations
- Perform in-person showings, tasks and meetings at properties.
- Work with virtual assistants to manage marketing, social media and promotions
- Assist with preparing Market Analysis (CMAs) and Broker Opinion of Values (BOVs) and marketing presentations and material
- CRM – Manage Customer Relationship Management System and Marketing Systems
- Assist with Property and Project Management

Knowledge/Skills

- High School Diploma
- Real Estate license required (or willing to get licensed)



**GLASS
PROPERTIES
GROUP**

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- Minimum 1–2 years of real estate industry experience (agent, title, property management, transaction coordination, etc)
- Minimum 2-3 years of administrative experience, preferably in real estate
- Active Colorado Driver’s License and a sufficient vehicle
- Knowledge of MLS (Recolorado), CoStar and other real estate databases
- Experience and knowledge for eCTM contracts, DocuSign and contract management software
- Experience with Social Media Marketing
- Detail Oriented and can learn new systems quickly.
- High level of business acumen and etiquette with clients and vendors
- People oriented and having a positive attitude.
- Must pass all criminal background checks.