



OLD TOWN DESIGN GROUP NEW HOME CONSULTANT JOB DESCRIPTION

Old Town Design Group is seeking a New Home Consultant to join our team in West Lafayette, IN. We are a dynamic and growing custom home builder, known for developing outstanding locations with timeless home designs throughout Central Indiana. Old Town has a passion for people and the communities in which we work, and we are looking for a like-minded team member who will bring a passion for excellence, great work ethic, and a positive, can-do attitude to our team.

FUNCTION

As a New Home Consultant, you will play a vital role in guiding new homeowners through the exciting process of buying and building their dream homes. You will be responsible for managing all aspects of the sales process, from initial contact to closing, ensuring exceptional customer service and satisfaction through every step of the process.

The work schedule is full-time Wednesday thru Sunday, with Monday and Tuesday off.

RESPONSIBILITIES

- **Lead Generation & Customer Engagement**
 - Prospecting clients by actively reaching out to potential leads, creating leads with brokers and local businesses to generate and increase sales
 - Engage with prospective clients to understand their needs, preferences and budgets
 - Provide detailed information about available lots, home and the overall dynamics of the community
- **Client Management**
 - Serve as the primary point of contact for the buyers throughout the home buying and building process
 - Provide a positive client experience through presenting our communities and homes in a professional, knowledgeable manner
 - Showcase a deep understanding of all Old Town features, benefits and products
- **Communication**
 - Welcome clients with a friendly and inviting demeanor
 - Listen attentively to clients inquiries and concerns, ensuring that they feel heard and valued
 - Handle client concerns or complaints with professionalism and empathy
 - Collaborate with internal teams to address issues promptly and with satisfactory solutions

- Demonstrate strong verbal and written communication skills in all interactions with clients and Old Town team members
- **CRM Management & Sales Tracking**
 - Maintain daily updates to the CRM platform (Salesforce) to manage leads, track sales progress and monitor client interactions
 - Update the weekly tracking report at the end of every sales week with leads, current builds, etc.
- **Model Storefronts**
 - Manage model storefronts ensuring that they are pristine and well supplied for the comfort of guests and clients
 - Ensure that the model is clean, organized and visually appealing to create a positive first impression for visitors and clients
 - Maintain updated marketing materials, including signage, flyers, etc.
 - Assist with marketing initiatives and events as needed

QUALIFICATIONS:

- Previous experience in sales, preferably in the real estate or new home construction industry
- Strong interpersonal skills with the ability to build rapport and establish trust with clients
- Excellent organizational skills, attention to detail, ability to manage multiple leads and projects simultaneously
- Highly driven and self-motivated
- Previous experience in CRM software and other sales management tools
- Flexibility to adapt to changing priorities and client needs
- Knowledge of new construction and terminology – not required, but a plus

EDUCATION REQUIREMENTS

- Minimum High School Diploma or equivalent
- 3+ years of proven success in a sales environment
- Strong verbal and written communication skills

REPORTING

The New Home Consultant reports to the Director of Sales & Marketing.



The Old Town Design Group

Employment Application

Equal access to programs, services and employment is available to all persons. Those applicants requiring reasonable accommodations to the application and/or interview process should notify a representative of the Human Resource Department.

Applicant Information

Full Name: _____ Date: _____
Last First M.I.

Address: _____
Street Address Apartment/Unit #

City State ZIP Code

Phone: _____ Email: _____

Date Available: _____ Current Salary: \$ _____ Desired Salary: \$ _____

Position Applied for: _____

Are you a citizen of the United States? YES ☐ NO ☐ If no, are you authorized to work in the U.S.? YES ☐ NO ☐

Have you ever worked for this company? YES ☐ NO ☐ If yes, when? _____

Have you ever been convicted of a felony? YES ☐ NO ☐

If yes, explain: _____

Education

High School: _____ Address: _____

From: _____ To: _____ Did you graduate? YES ☐ NO ☐ Diploma: _____

College: _____ Address: _____

From: _____ To: _____ Did you graduate? YES ☐ NO ☐ Degree: _____

Other: _____ Address: _____

From: _____ To: _____ Did you graduate? YES ☐ NO ☐ Degree: _____

References

Please list three professional references.

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

Previous Employment

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES ☐ NO ☐

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES ☐ NO ☐

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES ☐ NO ☐

Military Service

Branch: _____ From: _____ To: _____

Rank at Discharge: _____ Type of Discharge: _____

If other than honorable, explain: _____

Disclaimer and Signature

I certify that all information I have provided in order to apply for and secure work with the employer is true, complete and correct. I understand that any information provided by me that is found to be false, incomplete or misrepresented in any respect, will be sufficient cause to (i) cancel further consideration of this application, or (ii) immediately discharge me from the employer's service, whenever it is discovered.

I expressly authorize, without reservation, the employer, its representatives, employees or agents to contact and obtain information from all references (personal and professional), employers, public agencies, licensing authorities and educational institutions and to otherwise verify the accuracy of all information provided by me in this application, resume or job interview. I hereby waive any and all rights and claims I may have regarding the employers, its agents, employees or representatives, for seeking, gathering and using such information in the employment process and all other persons, corporations or organizations for furnishing such information about me.

I understand that the employer does not unlawfully discriminate in employment and no question on this application is used for the purpose of limiting or excluding any application from consideration for employment on a basis prohibited by applicable local, state or federal law.

If I am hired, I understand that I am free to resign at any time, with or without cause and without prior notice, and the employer reserves the same right to terminate my employment at any time, with or without cause and without prior notice, except as may be required by law. This application does not constitute an agreement or contract for employment for any specific period or defined duration. I understand that no supervisor or representative of the employer is authorized to make any assurance to the contrary and that no implied, oral or written agreements contrary to the foregoing express language are valid unless they are in writing and signed by the employer's partners.

I also understand that if I am hired, I will be required to provide proof of identity and legal authority to work in the United States and that federal immigration laws require me to complete an I-9 Form in this regard.

Signature: _____ Date: _____