



OLD TOWN DESIGN GROUP NEW HOME CONSULTANT JOB DESCRIPTION

Old Town Design Group is seeking a New Home Consultant to join our team in Carmel, 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.

WORK SCHEDULE

Full-Time 8 am – 5 pm, Thursday – Monday. Days off Tuesday and Wednesday

RESPONSIBILITIES

- **Lead Generation & Customer Engagement**
 - Prospecting – Proactively reach out to potential customers, provided leads, businesses, and brokers to generate and increase sales
 - Engage with prospective clients to understand their needs, preferences and budgets
 - Provide detailed information about available lots, available homes, and the overall community
- **Client Management**
 - Serve as the primary point of contact for buyers throughout the home buying and building process
 - Provide a positive client experience through presenting our communities and homes in a professional, knowledgeable manner while understanding the features and benefits of all our products
 - Act as a liaison between buyers and internal teams, addressing any concerns or requests promptly and professionally
- **Communication**
 - Welcome clients with a friendly and inviting demeanor
 - Listen attentively to customers' 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 find satisfactory solutions



- Demonstrate strong verbal and written communication skills in all interactions with customers and team members
- **CRM Management & Sales Tracking**
 - Maintain a daily CRM platform to manage leads, track sales progress and monitor customer interactions
- **Maintain Model Storefronts**
 - Manage model showrooms making sure they are pristine and well supplied for the comfort of guests
 - Make sure that the model is clean, organized and visually appealing to create a positive first impression for visitors
 - Maintain updated marketing information including signage provided by the Marketing department
 - Assist with marketing initiatives and events as needed

QUALIFICATIONS:

- Previous sales experience
- Strong interpersonal skills with the ability to build rapport and establish trust with customers
- Excellent organizational skills and attention to detail to manage multiple leads and projects simultaneously
- Highly driven and self-motivated
- Previous experience in CRM software and other sales management tools
- Knowledge of new construction and terminology is 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 will report to the Director of Sales