

<b>COMPANY:</b> Edenshaw Management Limited	<b>LOCATION:</b> Mississauga, ON
<b>TITLE:</b> Jr. Coordinator, Sales Administration	<b>JOB TYPE:</b> Full-Time / Permanent
<b>REPORTING TO:</b> Senior Manager, Sales Administration	

As a Junior Coordinator in Sales Administration, you will play a crucial role in supporting our backend sales operations and ensuring smooth communication and coordination between different teams. You will be responsible for handling purchaser communications, supervising the Lead Broker Admin Team, managing back-office operations, supporting customer care, automating processes, implementing project management tools, and handling various administrative tasks.

#### **KEY RESPONSIBILITIES:**

- Manage purchaser communications. Respond to purchaser inquiries, emails, and correspondence in a timely and professional manner
- Ensure effective communication between purchasers and relevant internal teams
- Provide guidance, support, and supervision to the Lead Broker Admin Team to ensure efficient workflow and adherence to company policies and procedures
- Manage data, including organizing and maintaining sales records, CRM updates, client information, and documentation
- Manage deposit and commission processes accurately and efficiently
- Generate and analyze reports to track sales performance and trends
- Support Customer care with the Upgrade Process by ensuring document accuracy and prompt legal distributions
- Identify opportunities to automate repetitive tasks and streamline sales administration processes for increased efficiency and accuracy
- Collaborate with relevant teams to implement process improvements and best practices
- Design and configure project management tools, such as Monday.com, to enhance project tracking, task management, and team collaboration
- Handle various administrative duties, including filing, mail handling, printing, and facilitating interdepartmental communication as needed

#### **QUALIFICATIONS AND SKILLS**

- Bachelor's degree in business administration or a related field preferred
- Minimum 3 years of proven work experience in sales administration, customer service, CRM administrator, or project management
- Strong organizational and analytical skills, both verbal and written
- Detail-oriented and focused on accuracy
- Problem-solver, critical thinker, and quick learner
- Proficiency in using MS Office and specifically Excel
- Proficiency in Salesforce, and project management tools like Monday.com will be considered an asset
- Ability to work independently, multitask, prioritize tasks, and work effectively in a fast-paced environment
- Self-motivated and proactive mindset – anticipates needs and acts without being told; puts in the extra effort

- Highest integrity, professional discretion, and confidentiality

At Edenshaw, we are committed to fostering an inclusive, accessible environment where all employees and customers feel valued, respected, and supported. We are dedicated to building a workforce that reflects the diversity of the community we live and serve. If you require accommodation for the recruitment/interview process (including alternate formats of materials, accessible meeting rooms, or other accommodations), please let us know, and we will work with you to meet your needs.