



JOB TITLE: Transaction Coordinator
DEPARTMENT: RealtyONEGroup
REPORTS TO: Compliance Manager
JOB SUPERVISED: None

Job Purpose:

The Transaction Coordinator is responsible for ensuring that all documents have been completed correctly, adhere to State/RealtyONEGroup requirements and have been fully executed, with signatures, initials, dates, time, etc. Transaction Coordinators will also open files for agents that use their services. Customer service is key to retaining and acquiring new agents to use these services.

Essential Functions:

- Review Real Estate specific documents to ensure we compliance with GLVAR (Knowledge of documents preferred, but not required)
- Monitoring compliance emails on a daily basis and responding to agents as quickly as possible.
- Opening files and uploading documents for those agents who pay extra to use their services.
- Daily preparation of Docu-sign for Broker's Signature
- Daily changing of New Status files to Open status
- Daily monitoring Withdrawal/Cancellation category in myROG Dashboard
- Daily monitoring Expired Listings in myROG Dashboard
- Monitoring Closed-Pending files weekly and letting the Broker know if and when they are having issues getting a file closed due to missing paperwork.
- Entering check numbers once checks are received for the day into the check log.
- Distributing agent commission checks, ensuring not to release if file is incomplete or obtain Broker approval to release before completion
- Assisting agents with procedural questions, phone and in person, and giving one-on-one training if necessary
- Working closely with Brokers to keep them informed of issues with files, paperwork, agents, etc.
- Preparing closings for the closing coordinator, which includes the following tasks:
 1. Verifying the amount received matches commission instructions
 2. Verifying Buyers, Sellers and type of transaction matches the closing paperwork
 3. Entering all information in the closings tabs for TC files. (i.e buyer name, seller name, Listing agent, Buyer agent, title & loan type)
 4. Courtesy email to TC agents with list of documents still needed for file.
- Teaching the Paperless system to new and existing agents.
- Monitoring & responding to Messages in myROG Dashboard, daily
- Running weekly MLS Report, which includes the following tasks:
 - Comparing Listings and sales to myROG openings

- Send email to agents that are not in compliance with state/ROG requirements if agent doesn't comply within 24 hours – open TC file & upload docs when available
- Act as liaison between real estate agents and Broker/Manager
- Able to operate office equipment
- Understands, displays, and embraces the company's "coolture"
- Other duties as assigned

Organizational Relationships:

Has frequent contact and communicates continuously with visitors, customers, employees and vendors.

QUALIFICATIONS GUIDELINES

Experience/Training/Education:

Required:

- High school diploma or equivalent
- Proficiency in Microsoft Office products (including Word, Excel, PowerPoint, and Outlook)
- Ability to foster strong customer and vendor relationships
- Strong presentation and facilitation skills; excellent verbal and written communication skills
- Minimum 1 year of administrative support experience

Desired:

- Previous real estate experience
- Associate's degree or some college courses

Knowledge/Skills/Abilities:

- Strong organization skills with an attention to detail
- Willingness to "roll up the sleeves" and do what it takes to get the job done
- Works well on a team and collaborates with others
- Finger dexterity to operate standard office equipment including telephones, calculators, copiers, and facsimile equipment
- Ability to interact with employees, agents, and vendors in a professional and courteous manner
- Ability to effectively manage tasks with minimal supervision
- Must be diligent and persistent in follow-up and completion
- Capable of multi-tasking and meeting tight deadlines
- Able to function in a fast-paced environment
- Strong working knowledge of Windows/Mac operating system-experience
- Requires proficiency in Microsoft Office applications
- Ability to type at a net rate of 35 wpm using a computer keyboard



Physical Demands & Work Environment:

The Transaction Coordinator must be able to bend, stoop, stand, and sit for various lengths of time. They must be able to lift and carry up to 10 pounds. A clear speaking voice is necessary along with finger dexterity.

This is primarily a sedentary office classification and employees work in an office with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Cognitive Demands:

The Transaction Coordinator must be able to multi-task various projects at once while maintaining a friendly and professional demeanor.

Special Requirements/Certification:

N/A

Employee signature:

Manager signature:

Date:

Date:

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