

## ADVISOR

**FairTradeWorks** is a construction service for residential and commercial clients who are building new structures or renovating. Our portfolio is vast and ranges from the smallest bathroom renovation projects to heritage A restorations, to brand new luxury homes. Our goal is to make building and renovating enjoyable as well as successful and we need team members who want to assist in our long-term goal of being our client's construction brand for life.

We don't like to say we just 'work' at **FairTradeWorks**, it's much more than that. Here at **FairTradeWorks** we are disruptors in the industry, we don't just get through our workdays by being ordinary. We challenge our team to be the best at what they do. We invite only people who love to be the best they can be, who want to engage others and think out of the box.

A **FairTradeWorks** Advisor is responsible for establishing and maintaining profitable relationships with clients on behalf of the company by taking personal and complete responsibility for each client contact and by ensuring that all client requirements are completely met. Their job is to be the clients advocate throughout the construction process from conception to completion of residential and commercial projects.

Please visit our website for further information - <http://www.FairTradeWorks.biz>

### Responsibilities and Duties:

#### **Sales & Client Care**

- Develop and maintain relationships to keep Clients for Life
- **Manage client expectation and maintain open line communication for the full project cycle**
- Process client project bids in a courteous, efficient and timely manner
- Ensure interactions with clients are always polite and positive
- Organize workflow to meet client deadlines
- Be solution oriented to turn difficult situations into successful ones, where the client is happy
- Be able to close sales of all types, upsell, and achieve sales targets

#### **Project Management**

- Ensure sales, pre-construction and construction documents, pre-planning and work is completed accurately and efficiently
- Ensure pre-construction consultants, certified professionals and sub-contractors are managed on behalf of the client, as required
- Ensure accurate scopes of work are created and supplied to the estimating team and client
- Ensure all project cost estimates are signed off prior to going to contract
- Manage and direct Project Managers to ensure subcontractors are meeting expectations and contractual obligations
- Drive Sales, support staff and pre-construction procedures to ensure construction budgets, timelines and quality standards are met or exceeded
- Anticipate stumbling blocks and developing contingency plans
- Analyze, plan, and manage multiple projects and processes simultaneously
- Actively seek new ways of working to improve productivity
- Ensure that all job sites are safe, running effectively and remain on time and on budget

#### **General Office Support**

- Communicate effectively with the Construction Operations Supervisor, Project Manager, Project Coordinator, Estimators, Client Care Team, and the team of subcontractors on each job site as required, managing and updating them regularly to guarantee client objectives are met
- Comply with all WorkSafeBC requirements, work rules and regulations
- Compile and maintain all required paperwork, electronic records and documents
- Follow systems and procedures outlined in company directives
- Participate as a key team player by supporting operations as needed

#### **Requirements & Qualifications:**

In addition to the Core Competencies identified as being required, the following competencies are also integral to the position:

- Experience in sales or customer service and/ or business
- Must have vast working knowledge of the building industry with a design emphasis and project management experience, minimum of 5 years
- Excellent command of the English language in both written and oral forms
- Must have a valid B.C. Driver License
- Excellent interpersonal skills
- Ability to identify and meet client's needs and requirements
- Must be computer literate and current on new technology
- Must be hardworking and a problem solver
- Exceptional phone and customer service skills
- Positive and upbeat attitude
- Must be a team player

#### **EDUCATION and/or EXPERIENCE**

Post-secondary diploma, experience in multi-tasking, minimum of 2 years of sales/networking experiencing, quick decision-making and excellent written and verbal skills

#### **OTHER SKILLS AND ABILITIES**

Integrity and high commitment are essential in this position. As is being open minded, client service oriented, strong business sense. Must be proficient in Microsoft Office applications, Acrobat and have superior organizational skills.

#### **LANGUAGE SKILLS**

Ability to read and comprehend advanced communications as well as short yet professional and concise correspondence. Ability to effectively present information one-on-one and in small group situations to clients and other. In addition, this employee will have to have above average negotiation skills.

#### **MATHEMATICAL SKILLS**

Ability to understand simple accounting, report compilation and billing procedures.

### REASONING ABILITY

Ability to apply common sense understanding to carry out instructions in written, oral, or diagram form.  
Ability to deal with problems involving several concrete variables in standardized situations.

### PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this Job, the employee is regularly required to sit for extended periods. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision.

### POSITION COMPETENCIES

- Creativity/Analytical Skills
- Enthusiasm/Ambitious
- Analytical Skills
- Flexibility/Adaptability
- Problem Solving/ Sound reasoning skills
- Team Skills
- Organizing/Planning Ability
- Business acumen
- Team Player and Strong Leader
- Passion for Construction
- Excellent communicator & Honest and straight forward
- Quick thinker/Fast mover
- Extremely hard working and self-driven

### WORKING CONDITIONS

- Appearance must always represent the company image
- Work area may have fluorescent lighting and air conditioning
- Moderate to loud noise level
- Fast-paced environment: subject to numerous schedule and priority changes and short notice activity
- Follow specific corporate policies, procedures, rules and regulations without question
- Educate on and enforce **FairTradeWorks** brand expectations daily
- Find a positive, swift and cost-effective solution to all problematic situations and daily hurdles
- Fast learner

### RELATIONSHIPS:

**Reports to:** Construction Operations Supervisor

**Additional Duties:** *This job description in no way states or implies that these are the only duties to be performed. You will be expected to follow any other job-related instructions and to perform other job-related duties as requested by your supervisor.*