

West Point Hills

Community Sales & Design Center Consultant

Position Summary

The Community Sales & Design Center Consultant serves as the first point of contact for prospective buyers visiting West Point Hills. This individual is responsible for generating sales, conducting community and model home tours, managing buyer relationships, maintaining the presentation of the sales office and showroom, answering inquiries, and providing an exceptional customer experience from first visit through contract. This role also ensures the Design Center and sales office remain organized, welcoming, and presentation-ready at all times.

Sales & Customer Experience

- Welcome all visitors to the Sales Center and Design Center.
- Conduct tours of available townhomes, models, and community amenities.
- Explain floor plans, pricing, standard features, upgrade options, and available inventory.
- Follow up with prospects through phone, email, text, and CRM systems.
- Convert leads into appointments and appointments into sales.
- Assist buyers through the purchase process from initial visit through contract execution.
- Build relationships with local real estate agents, businesses, and referral partners.

Design Center & Showroom Management

- Maintain a beautiful, organized, and professional showroom environment.
- Ensure samples, displays, cabinetry, flooring, countertops, and design boards remain properly displayed.
- Restock brochures and marketing materials.
- Monitor cleanliness and presentation of the sales office daily.
- Assist buyers with design selections and upgrade information.

Reception & Administrative Duties

- Answer incoming phone calls professionally.
- Respond promptly to website inquiries and emails.
- Schedule appointments and community tours.
- Maintain visitor logs and lead tracking systems.
- Assist with contracts, reservations, and sales documentation.

Community Representation

- Serve as the face of West Point Hills.
- Attend community events and open houses.
- Represent the company with professionalism, warmth, and enthusiasm.
- Create a welcoming atmosphere that helps buyers envision themselves living in the community.

Preferred Qualifications

- 2+ years of sales, real estate, hospitality, retail, customer service, or design showroom experience.
- Strong communication and organizational skills.

- Professional appearance and demeanor.
- Comfortable multitasking between sales, customer service, and office management.
- Passion for homes, design, and helping people.

Success Measures

- Generate qualified buyer appointments.
- Achieve sales goals.
- Maintain a showroom that is always presentation-ready.
- Deliver exceptional customer service and follow-up.
- Create a memorable buying experience consistent with the West Point Hills brand.

Compensation Suggestion

Base Salary: \$45,000–\$60,000 plus commissions, performance bonuses, and potential upgrade/design selection incentives.

CRM Explanation

CRM stands for Customer Relationship Management. It is a digital system used to track prospects, buyer interactions, appointments, follow-ups, sales progress, and customer communications. Recommended starter systems include HubSpot or a simple spreadsheet-based tracking process until community traffic grows.