



# WE'RE HIRING

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## JOB OPENING: AIR TRAFFIC CONTROLLER

Nest Realty is looking for an amazing Air Traffic Controller to join our Marketing and Operations team. What's a Nest ATC do? It's a position that's part marketing, part project management, part office support, and part client services. Take a peak inside to learn more...

## HELLO, WE'RE NEST REALTY.

We're a different kind of real estate brokerage. Our difference is born from our belief that buying and selling a home is one of the most important decisions our clients will ever make.

This belief guides us to measure success by something more than the number of yard signs we plant, how many brokers we hire, or the awards we win. For us, true success comes from helping people move easily and joyfully into the next chapter of their lives.

So 'the process' of buying and selling real estate becomes one that's happy, exhilarating, and fun. And well worth sharing.

## AWARDS ARE NICE. HELPING PEOPLE IS BETTER.

Unlike most real estate firms, we don't hire every broker that walks through the door. Quite the contrary. Every Nest broker is a full-time professional with a singular focus of providing an amazing real estate experience for every one of our buyers and sellers.

The result is a company built on the excellence and commitment of an accomplished team of brokers - Award Winners, Top Producers, and MBAs - whose ultimate reward comes from the satisfaction they get from happy clients.

## NUTS AND BOLTS.

Nest Realty hatched in 2008 - the year the real estate bubble burst - with the vision of creating a better, easier, and more inspiring way to help people buy and sell real estate. A way that begins and ends with nurturing people.

At our most basic level, we're a real estate brokerage based in Charlottesville, Virginia. In 2017, we began to selectively offer Nest franchises and we are now operating in 11 markets in 4 states with approximately 175 full-time Realtors (and growing).

We're looking to continue to grow our team and deepen our service offerings so that we can grow our brand footprint and provide our agents and franchisees with the best support and marketing in the industry.

## **WE STRIVE TO BE THE MOST TRUSTED BRAND IN REAL ESTATE**

We know that's a big goal, but we're ready for the challenge. We're on a mission to build a brand and a full-service 'operating system' that empowers each and every Nester to grow their business and provide their clients with an exceptional real estate experience.

To achieve this, we must begin by teaming up with the right franchise partners to help us continue to build the right foundation - market by market - to deliver the best support, marketing, and technology to each of our agents. From there, we'll work hand-in-hand with our Nesters to continue to evolve and offer the support they need to ensure they can build a durable real estate business.

We live by a 'smart growth' strategy. Our brand and reputation is paramount and we want to ensure that each and every franchisee and agent proudly represents the Nest brand. We know that we will never be the biggest firm or have the most number of agents.

But we do believe that we can grow - with the right people - to become the most respected and trusted firm in the industry.

## THE OVERVIEW

**We are growing and looking for someone to help us with initiatives relating to marketing projects, office management and operations, agent support, and customer experience.**

Nest's **AIR TRAFFIC CONTROLLER** will be a major cog in our wheel by helping with important customer service and marketing initiatives, office management responsibilities, agent support, and additional back office processes at Nest.

The position is a combination of office management, agent and marketing support, and project management. There's a lot to do at Nest and we're looking for someone with energy, enthusiasm, and a 'can do' attitude to join our team.

Here's an initial rundown of the tasks and responsibilities of our Air Traffic Controller:

- You'll be busy on the front line, nurturing prospective clients, agents, and vendors, while being extremely meticulous and organized when you're working with members of the Nest team.
- You'll work directly with our marketing and operations team to execute a variety of marketing projects, assist with the coordination of some agent services, and provide a high level of on-demand support to our Charlottesville agents.
- Work in conjunction with our accounting team to assist with processing real estate contracts, company bills/expenses, and legal/compliance issues.
- Help oversee project management of a wide range of marketing and client experience initiatives
- This is a cliché...but no two days at Nest are the same. We work in a fast-paced environment and you will be expected to work alongside the rest of the team to do what it takes to help make our agents successful and our clients happy.
- Oversee all aspects of office management to ensure that supplies are stocked, office condition is exceptional and processes are running smoothly.

## THE DETAILS

Our Air Traffic Controller needs to work closely with our operations, marketing, and accounting teams to ensure that our agents, clients, and potential clients receive exceptional service and that our company operates with maximum efficiency.

### You must:

- Understand that the way we treat and interact with our clients and prospective clients is vital to our short and long-term success
- Be meticulous in following company procedures with regards to processing documents, contracts, and financial payments
- Have an eye for detail and stay ahead of the curve to ensure that our space is stocked with supplies, clean, and tidy
- Stay on task and meet deadlines
- Care deeply about the details and understand that we are continually looking to get better
- Serve as a steward for our brand, speaking your mind, and putting your foot down to protect it when necessary
- Check your ego at the door. At Nest, it's about the work, not the job title. This is a team sport.
- Understand that we operate as a start up and there are scenarios where we need you to work outside of your standard scope to help our team with certain tasks

### Required Proficiencies:

- Strong verbal, written, and interpersonal communication skills
- Highly organized with an eye for detail
- Tech-savvy and able to navigate new software programs
- Strong knowledge of word processing and spreadsheet platforms
- Self-starter with a desire to collaborate with team members
- Vendor coordination and event management skills
- Flexibility and multi-tasking: you must be able to toggle between tasks as needed
- This position requires you to be able to lift boxes, packages, signs and various office supplies sometimes weighing upwards of 40 pounds.

### Bonus (but not required):

- Previous office management or customer service experience
- Previous accounting or real estate transaction management experience

## HOW TO APPLY

To apply for this Charlottesville-based position, please send the following **REQUIRED** items to [apply@nestrealty.com](mailto:apply@nestrealty.com):

1. Your resume and a brief cover letter in PDF format.
2. Your salary requirements

**PLEASE NOTE THAT INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED. THESE TWO ITEMS ARE A REQUIREMENT TO BE CONSIDERED.**

In addition to the three **REQUIREMENTS** above...if you're feeling up to it, *go ahead and be creative and send us whatever you want to show us that you're awesome and that you're the right person for this position.*

Compensation is commensurate with experience. Medical coverage (health and dental) included. And, yes, we've got a 401K plan, too.

This position is full-time and based in our Charlottesville, Virginia office. Sorry, we will not consider anyone working 'virtually.' The Air Traffic Controller will be based in our front lobby and will likely be the first impression of someone coming through our front doors.

This job will require some responsibilities after 'normal' business hours. (Are there normal business hours anymore?) The vast majority of the time spent working will be weekdays from 8:30-5:30. *However, please understand that there are certain periods and times of the year that will require additional hours in order to complete projects on time and stay up-to-speed on workload. There will be some weekend and evening hours scheduled throughout the year.*

Confidentiality is ensured.

**We can't wait to hear from you!**