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Corporate support is invaluable

By **FELICITY MOORE, REIQ**

GOOD corporate support staff are crucial for business success. An outstanding corporate support admin is visible and invisible all at the same time. They're often the person who takes care of the little things that nobody else sees, while also handling the big things, like customer experience strategy. How can you be better at your corporate support role? What makes a good one? To learn all about this varied and vital role in real estate, step this way.

One day you could be ordering settlement gift baskets and the next you're creating a PowerPoint presentation for a sales agent. You know where everything is and you know the correct procedures and processes for every task, every other role and every possible event. You are one of the most important people in the business. But how do you get better?

REIQ Corporate Support Person of the Year 2018 Emily-Jane Megraw says the key to being invaluable is in your initiative.

She says the Corporate Support team member has one of the best opportunities to have the most impact on things like office culture and everyone's working life. Corporate Support is the eyes and ears of the office, so

evaluate your workplace, constantly.

"Listen to the people who are always complaining about the same thing over and over. It could be a salesperson who doesn't know how to do something in the software they're using, for example. Instead of dismissing that complaint as just a whinger, take the time to help them sort their issue out.

"Look for these kinds of opportunities every day. They're there, you just have to find them. And that will get noticed by the bosses."

Evaluate every task you do on a daily basis.

"Often we don't think about how we could be

doing this better," Emily-Jane says. "It's important to evaluate how you spend your time.

Clerical errors cost! Detail is critical and none moreso than where money is involved.

"It's easy to make a mistake when you're putting a listing on REA. By not checking what the client wants you could inadvertently cost the agency big money," Emily-Jane says.

"If the client only wants their listing on Domain and the agency website and you've put it up in the office premiere-all listing, you would cost the agency hundreds of dollars.

"You need to be very details focused!" Emily-Jane says. "You'll save the business real money and that will be noticed by your boss!"



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