



Company Description

McCaffrey Homes is a family-owned business that has been building quality homes in California's Central San Joaquin Valley for over 50 years. We pride ourselves on exceeding homeowners' expectations with our award-winning designs, craftsmanship, and exceptional service. The company's mission is to build not just homes, but places where families can create lasting memories. As a company, we are committed to excellence, customer satisfaction, and empowering our employees to grow and succeed.

Role Description

This is a full-time, on-site New Home Sales Assistant position. The New Home Sales Assistant will support the sales team by providing excellent customer service to prospective and current homebuyers, assisting with the new home sales process from initial visit through closing, maintaining an organized and welcoming sales office/model home environment, and helping ensure accurate follow-up, reporting, and administrative support. The successful candidate will be a self-starter who is energetic, detail-oriented, professional, dependable, and able to communicate effectively with customers, team members, and trade partners.

Qualifications

- A minimum of a high school diploma or equivalent
- A valid California real estate salesperson license, in good standing
- Excellent communication, interpersonal, and customer service skills, with the ability to build strong relationships with prospective and current homebuyers
- Strong attention to detail, organization, reliability, professionalism, and follow-through
- Ability to work independently as well as part of a team in a fast-paced sales environment
- Proficiency in Microsoft Office Suite and CRM software, with experience in Lasso a plus
- Ability and willingness to learn floor plans, pricing, incentives, lot availability, options, community amenities, preferred lenders, escrow processes, and company procedures
- Professional demeanor and presentation

Responsibilities include:

- Greet and welcome visitors to the sales office and model home center, creating a positive first impression for every guest.
- Capture, enter, and maintain accurate prospect registration cards, customer information, traffic reports, and CRM follow-up tasks.
- Answer incoming phone calls, provide driving directions, answer basic community and homebuyer questions, take messages, and return voicemail promptly.
- Assist with prospect follow-up, appointment scheduling, email and phone communication, and customer service support throughout the sales process.
- Support sales paperwork and administrative tasks, including buyer files, purchase agreement support, sales documents, inventory updates, price sheets, reports, copies, faxes, brochures, and office supplies.
- Assist with the day-to-day operation and presentation of the sales office and model homes, including music, signage, brochures, model maintenance, bathroom care, back room supplies, and overall cleanliness.

- Maintain current knowledge of available homes, floor plans, pricing, incentives, options, community features, lot availability, preferred lenders, and escrow timelines.
- Work as a team player with Sales, Marketing, Construction, Customer Service, Design Center, escrow, and preferred lenders to support a smooth homebuying experience.
- Protect confidential customer and company information and follow company policies, Fair Housing guidelines, and applicable real estate requirements.

Schedule and Physical Requirements:

- Must be available to work model home/sales office hours, including weekends, holidays, and occasional evenings as business needs require.
- Ability to walk model homes and communities, stand for periods of time, and lift light office, marketing, or sales materials as needed.