



**Title:** Online Sales Specialist (New Home Sales)

**Location:** Remote/work from home, with frequent meetings at the Edmonton Regional Office (3203 93rd Street NW)

At Sterling Homes, our people make the difference. We offer an exciting place to build your career with competitive compensation and benefit packages, company matching RRSP/DPSP program, employee home purchase program and employee discounts.

### **Job Overview**

Reporting to the Marketing Team Lead, as the **Online Sales Specialist** you will sort and qualify sales leads as well as scheduling appointments for qualified leads. You also act as the first point of contact for customer inquiries and ensure delivery of excellent customer service.

Your day-to-day responsibilities will include:

- Sourcing leads from all marketing platforms, and addressing client inquiries in a professional and timely manner.
- Building and fostering positive relationship with leads, and circulating to Sales team when necessary.
- Collaborating with management to effectively resolve customer issues and enhance customer satisfaction.
- Monitoring and reporting on lead activity and sales conversion ratios.
- Providing support to other projects or duties as assigned.

As our ideal candidate, you are...

- A strong communicator; you clearly express your thoughts in conversation and in written communication.
- An active listener; you seek to understand and listen to others in a non-judgmental way.
- Mindful; you respect diversity and deal with sensitive situations using high degree of integrity.
- Excellent service oriented; you handle relations with customers, internal and external parties with tact and diplomacy.
- A creative problem solver; you think outside the box for solutions without fear of failure.

### **Essential Requirements**

- High School Diploma, or equivalent.
- Minimum 1 year of related customer service or sales experience.
- Valid driver's licence and access to reliable vehicle.
- Satisfactory verification of criminal record check.
- Proficient in Microsoft Office programs (Outlook, Word, Excel, Teams, SharePoint and PowerPoint), Remote Access Systems (NewStar Sales), and CRM platforms (Hubspot).
- Virtual sales skills including using video conferencing platforms, and speaking clearly and effectively on camera.

### **What We Value**

- Creating trusting and successful working relationships.
- Setting clear, measurable and achievable goals.
- Cooperating with team members in an open, positive and respectful manner.
- Staying current with technical job skills.
- Consistently meeting customer expectations.
- Taking responsibility for the outcomes of decisions and actions.

**Work Conditions**

You primarily work remotely for approx. 40 hours/week. This position is required to remain on call to field customer inquiries as they arrive. Work outside of regular business hours and on weekends is required. Travel to regional office is required on a frequent basis.

**About Us**

Sterling Homes, a single-family business unit of Qualico, has been building homes in Western Canada for over 60 years and providing outstanding service to homebuyers in many of Western Canada's finest communities. We are committed to providing the best new home experience possible by providing an unwavering commitment to quality of design, construction, and customer service. Sterling Homes operates in Edmonton, Calgary and Winnipeg. To learn more, click [here](#).

*Qualico welcomes applications from people with disabilities. Accommodations are available upon request during the assessment and selection process.*

Candidates being considered will be contacted. We thank you for your interest. Join our [Talent Community](#) to stay up to date on job opportunities and to find out why we have the best reasons to come to work every day.

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**Closing Date:** September 2, 2025

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