



# Phillip Marshall

Director of Agent Services

## **CONTACT**

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## **AGENT SUPPORT/TRAINING**

- Cloze: assist in initial setup (importing contacts/sync) as well as ongoing training and support
- Present: provide training and support on CMA's, presentations, buyers tours, etc.
- Roster Management- support and troubleshooting
- Agent Websites: provide training and support on Windermere websites
- Xpress Docs: assist with mailings and challenges
- TrendGraphix: educate agents on program and set up new offices
- Listing Management: support data challenges and provide troubleshooting
- Email Setup: assist in initial email setup on multiple devices and ongoing support/troubleshooting (phone/computer/tablet etc.)

## **OFFICE SUPPORT/TRAINING**

- Support owners and managers in agent recruitment/retention
- Provide staff training on roster management and WORC site tools to encourage efficiency
- Troubleshooting for listing/mls issues including correcting listing data and/or pictures

## **GENERAL**

- MLS updates: inform region of changes to feeds and functionality
- Monitor W.com website for data integrity, accuracy and improvements
- Assist tech team in the development of new tools
- Inform offices of technology updates: including new/updated tools and/or information