**Organizational Chart** A picture containing drawing

Description automatically generated

**RA = Referral Agent**

**WA = Working Agent**

**Referral Agent** – Could be a phasing back or retiring agent, OR agent wanting to be exclusively a Rainmaker/Business Development/Outside Marketing Agent, OR an agent moving out of town. A Team player and calls us HIS/HER Team.

**Working Agent** – Agent assigned to do the rest of the transaction work and responsible for listing presentations, follow up and negotiations. Caring, compassionate, resourceful, team player, no ego, peacemaker, availability, trainable. Keeps Referral Agent updated continually throughout each buyer/seller.

**Team Lead** – Oversee Team, especially RA/WA relationships. Manage personalities and systems. Lead generate – database & recruit RA’s. Hire and train WA’s. Assist with negotiations as needed. May work some clients for RA or not, depending upon load. Team Lead will assign WA’s to each referral from RA’s depending upon personalities and WA current loads. If RA requests a specific WA for a specific client (or all his/her clients), the RA is king/queen!

**Operations Manager** – Responsible for transaction management and marketing. Oversee Admin Staff.

**Mission** – To serve the needs of our Referral Agents by allowing them to move on with other aspects of their lives while maintaining a successful business.