



Chelsea Spaans
Licensed Realtor and Notary
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Work Experience

Director of Operations/Manager of Administrative Services/Transaction Controller

Griffin Properties - Grand Rapids, MI

July 2008 to January 2019

2008-2018 Transaction Controller- *Taking a sale from an accepted offer all the way to the close table. Understanding, explaining, and communicating with clients, agents, title, and lenders. Keeping files compliant with our broker. Clearing title issues, scheduling inspections, and keeping on top of all the details involved. Explaining complex paperwork to clients and getting them comfortable enough to sign at close. Training agents and other staff on transactions/customer service. Managing roughly 250+ transactions a year from 2012-2016. Our team was the #1 residential real estate team in West Michigan until 2017.*

2015-2108 Manager of Administrative Services- *In charge of a team of 5 other admin members. We worked together to implement new systems, improve old systems, and keep the admin team running smoothly. Launched a new database, switched the team to gmail for business, implemented a new online network, and helped to increase business in 2012 from \$20 million volume to \$60 million volume by 2015.*

2018-2019 Director of Operations- *Event planning for the office, including client events and agent events. General office duties, ordering supplies and maintaining company records. On-boarding and training all new staff/agents. Off-boarding all outgoing staff.*

Administrative Assistant

Ethan Dozeman - Grandville, MI

January 2007 to July 2008

Assisting a Real Estate Agent with the tasks involved in helping clients buy and sell homes. Putting all homes on the multiple listing service, taking photos, inputting information, executing paperwork, keeping files compliant, communicating with all parties involved. Handling all aspects of the transaction from paperwork, to client updates/going over paperwork, explaining title documents and helping to understand the process. Working closely with the agent on specific projects and implementing new systems.

Education

College-1 Year in General/Photography

Grand Rapids Community College - Grand Rapids, MI August 2002 to May 2003

High School

Hudsonville - Hudsonville, MI

August 1998 to May 2002