

My Profession: Reducing buyers' stress

Former Montana resident helps ease
folks into condos **Commercial Appeal –
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Dave Wilson grew up in Big Sky country -- Miles City, Montana, to be exact.

It's barely a spot on the map, he said of the Western town, which was originally established as a military fort and blossomed during the days of longhorn cattle drives.

Living in Miles City, Wilson had no inkling that he'd wind up moving 1,500 miles southeast to work for Kemmons Wilson Communities, the local real estate legacy of Memphian Kemmons Wilson, founder of Holiday Inn.

Wilson hastened to explain that he's not a long-lost relation.

"I get that reaction a lot. I like to think they've adopted me, but it's purely coincidental," the 33-year old said, explaining that he moved to Memphis because he wanted a change of scenery and of career.

His father-in-law lives here, too, which made the transition even easier.

After a stint as a sales associate for homebuilders at Vintage Homes, Wilson went to work at Kemmons Wilson Communities in March 2007.

After he worked as a sales agent for nine months, he became the company's first customer-care supervisor earlier this year.

"I work with our clients after they sign a purchase agreement for one of our new condominiums, help them move, and stay with them all the way through warranty," Wilson said.

From his office at Tournament Trails, Wilson oversees customer care at three properties in eastern Shelby County -- The Village at Schilling Farms, The Oaks at Woodchase, The Oaks at Appling -- plus The Oaks at Parkview, a property in Olive Branch.

"My typical workday is from 8 to 4, but I'm available at all times, because customer service doesn't stop," said Wilson.

Most of his clients, he said, are empty-nesters and baby boomers who are looking to downsize and simplify their lives.

"Buying a home is one of the most stressful things a person can do," Wilson said. "It's my job to help with the anxiety, to make the transition so much easier. I'm a liaison between the clients and construction. Once they move in, if they don't know who to call, they can call me and I'll find out. I get myriad questions, from 'Who's the cable guy?' to 'Does my warranty cover this?'"

The soft-spoken supervisor affirmed that the knowledge of the homebuilding process gleaned in his sales work has aided his move to customer support. So has his ability to listen well and solve problems, no matter how big or small they might be.

"Buying a home can be stressful, but it's also one of the most exciting things you'll do in life," Wilson said. "As long as we're attentive to our customers' needs, and as long as there's someone to answer the phone, they're gonna be happy."

Dave Wilson Age: 33

Birthplace: Miles City, Montana

Personal: Wife, Wendy; daughter, Hailey, 10.

Profession: Customer-care supervisor,
Kemmons Wilson Communities

