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| **Role: Sales Team Co-Ordinator** | **Business Function: Administrative** |
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| **Reports to: Director**  | **Discipline: (if specific) Commercial** |
| **Role Purpose:** *this summarises the overall purpose of the role*The Sales Team Co-Ordinator will be responsible for efficiently running the administration within the department, acting directly underneath the Department Head/Associate. They will be responsible for the preparation of marketing reports, sale particulars, online listings as well as fielding initial enquiries, responding to these and filtering interest as well as liaising with clients when Directors and/or Associates are unavailable. The role will primarily be office based.  |
| **Key Role Deliverables:** *Criteria/results by which success can be measured** Support activity is carried out effectively and efficiently
* Online property listings are accurate and well maintained
* Effective customer and internal relationships
* Consistent high quality of reports and sale particulars maintained
* Maintain knowledge of the Firm’s products, services and processes to deliver excellent customer service

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| **Duties:** *day to day responsibilities which may be applicable to your office, list is not conclusive** Creation/typing of marketing reports
* Accurate creation of online listings and respective sale particulars
* Answering incoming telephone calls and dealing with enquiries
* Liaising with clients via telephone, email and letter communications
* Initial negotiations
* Offering support to team members with their daily tasks
* Carry out property inspections (full clean UK driving licence required)
* Assisting in pitching for new work instructions
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| **Experience:** *the following experience is relevant to the role** PC skills – Word / Excel / Outlook / PowerPoint
* Awareness of the importance of accuracy and meeting deadlines
* Proven ability to work as part of a team
* Strong organisational skills
* Excellent communication skills
* Ability to perform well under pressure
* Hardworking, determined and persuasive nature
* Ability to use initiative to think through problems to find solutions
* Fast learner with ability to multi task
* Relevant NVQ (OCR in Sales) would be beneficial but is not necessary
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