



## JOB DESCRIPTION

**Job Title:** Sales Office Assistant

**Reports to:** Sales Administrator

**Accountable to:** Head of Sales Department

**Job Purpose:** To support Sales Administrator by administering the sales information system and provide all other administration services for the sales department and staff

**Scope:** The position demands absolute discretion, reliability and confidentiality. The jobholder will provide a range of secretarial/administrative services within the department.

### **Key Responsibilities:**

1. Provide secretarial assistance to Sales Administrator producing letters, memos, reports, spreadsheets, filing; and general administration for the sales department.
2. Following the set procedure record/input sales releases, reservations, cancellations, exchanges, hand-overs and legal completions onto the sales information system, along with full customer details/choices and produce/post relevant letters and statements and update office (wall) charts as appropriate.
3. Produce and maintain plot files, distribute copies to other departments and contractors.
4. Produce/amend standard forms for use on site and in the office to assist the sales team. Keep stock and order materials and stationery used by all the sales team, and order uniforms/badges for sales consultants.
5. Take telephone enquiries from prospective customers regarding both forthcoming and existing sites, creating a database for future use with mail shots; produce mail shots as requested. Input customer enquiries and questionnaires into the marketing system.
6. Ensure familiarity with Redrow Group's Health, Safety and Environmental policies and comply with employee responsibilities.
7. At all times comply with company policies, procedures and instructions.

8. Implement new ideas and methods and continue to seek ways of both improving contribution to the organisation's goals and enhancing the reputation of the company.
9. Liaise with sales consultants via Sales Administrator and ensure they receive relevant copies of letters, price lists, memo's, reports and standard forms by fax or post regularly.

**Working Relationships:**

Effective working relationships are an essential part of daily working life.

The focus in this role is *both*:-

Internal: All colleagues within the Division.

External: Telephone communication - Purchasers, Utilities.

**These are illustrative duties and the post holder will be expected to become involved in a range of other duties as reasonably required by the Head of Department/Sales Administrator.**