

## JOB DESCRIPTION

1. **JOB TITLE:** Property Sales Administrator (part time) – 24 Hours

2. **REPORTS TO:** Sales and Legal Manager

3. **DEPARTMENT:** Goldsborough Estates Ltd

4. **LOCATION UNIT:** Leeds, Goldsborough Estates

### 5. JOB PURPOSE

- ✓ The Job purpose is to promptly respond to all sales leads generated and aim to achieve required conversion rates and targets set; closing sales at the earliest opportunity and best price. The Sales Administrator will actively ensure the highest levels of customer care are delivered.

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### 6. ACCOUNTABILITIES/ACTIVITIES

#### Sales and Enquiries

1. To be the primary contact for all sale enquiries into the office, including telephone, written, email and website enquiries and ensure they are dealt with in a timely and professional manner.
2. To maintain the database of potential purchasers and ensure it is correct and up to date at all times.
3. The administration and distribution of all general information packs to potential purchasers and sellers and general enquiries as required.
4. Involved with the distribution of mail shots, flyers and other marketing literature.

#### General

5. Provide monthly sales figures and other reports as and when required.
6. Attend internal and external meetings as required.
7. Deputise for the Sales and Legal Coordinator in their absence.
8. To perform any other duties as defined by the Sales and Legal Manager.
9. To achieve target sales/prices as agreed with the Sales and Legal Manager. Maximise sales revenue.

#### Key Responsibilities

10. Conduct market research to establish what the competition, second hand and rental markets are achieving, in order to specify the features and benefits of GEL.
11. Closing a sale.
12. Have confidence and understanding of the 'Tunstall' 24 hour response system (full training will be given).
13. Ensure a plentiful supply of literature is available, both in the office and to House Managers
14. Respond to all leads in a timely and professional manner.

### 7. QUALIFICATIONS, TRAINING AND EXPERIENCE

#### Essential

1. Estate Agency and/or property sales background preferred.
2. Sales driven.
3. Excellent telephone manner and communications skills – written and verbal.
4. PC literate, proficient in the use of Excel and with good knowledge of Word, PowerPoint and

Outlook.

5. Analytically minded with excellent administrative skills and a confidence in working with numerical data.
6. Experience in working to set procedures and in a target driven environment.
7. Excellent organisational skills.
8. Self-motivated, responsible and able to display initiative.
9. Cheerful under pressure and enjoy working as part of a busy team.
10. Previous office experience in a busy office environment.
11. Flexible, eager to learn and take on new challenges.
12. Mature in attitude.

**Desirable**

Experience in:

1. A property based role.
  2. Knowledge of Retirement Housing practices and legislation.
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**8. JUDGEMENT SKILLS**

1. The key requirements are for the post holder to have the ability to work to set tasks and procedures and maintain excellent attention to detail.
  2. The post holder must be very well organised, and a confident and good communicator with customer on all levels.
  3. The ability to work efficiently to tight deadlines and manage a number of tasks simultaneously.
  4. Confidence in and the ability to prioritise tasks with good attention to detail.
  5. Learn quickly and approach tasks in a flexible fashion.
  6. Must be adaptable, willing to learn and to take on new responsibilities.
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**9. FREEDOM OF ACTIONS**

The position holder will be expected to work closely with the Sales and Legal Manager and Sales and Legal Coordinator. The position holder will also be expected to work effectively and build relationships with all other team members, including senior managers and House Managers.

**10. DIMENSIONS**

The Sales Administrator will work closely with all members of the Sales and Legal team, accountable to the Sales and Legal Manager and provide a sales role to the Estate Agency department.

**\*Salary - £14, 500 P.A.**

