JOB SPECIFICATION

BOYDENS
Built on service and trust

TITLE – ROUTINE VISIT INSPECTIONS CLERK
BRANCH – COLCHESTER

The role of the Routine Visit Inspections Clerk is to carry out the routine inspections for our fully managed stock and liaise with the property managers for maintenance issues etc. Key aspects of the role include, but are not limited to, as noted below:

APPOINTMENTS AND DAILY DUTIES

- Establish professional relationships with current clients and tenants.
- Providing regular feedback to clients.
- Aid Property Managers where required.
- Record and process works orders/repairs as required.
- Organise and carry out routine visits.
- Produce all reports via Inventory Base.
- Ensure all notes are timely and accurate on Veco.
- Liaise with and support Deposit Progressor with TDS claims.
- Accompanying colleagues to out of hour's company promotional events when required
- Any other duties that may be required from time to time in accordance with in company requirements.

PERSONAL DEVELOPMENT: KNOWLEDGE AND SKILL BASE

- Attend conventions, seminars, and association meetings to remain knowledgeable and up to date in respect of the market and legislation.
- Attend events/webinars, to develop professional knowledge.
- Have full understanding of FFHH, HHSRS regulations and Sec 11 of Landlord & Tenant Act.

CLIENT CARE

- Maintain regular communication with client as required.
- Maintain service in accordance with company service levels, core values and behaviours.

ASPECTS OF TEAMWORK: WORKING TOGETHER

- Assist staff with their day-to-day duties as required.

YOU WILL POSSESS THE FOLLOWING KEY SKILLS:

- Strong customer service skills.
- Ability to be empathetic, supportive.

- Smart and presentable.
- Knowledge of the property management and inspection processes.
- Excellent communication skills and the ability to maintain a positive relationship with clients and colleagues and other third parties.
- Strong organisational skills.
- Good observational skills.
- Full clean driving licence.