

JOB SPECIFICATION

TITLE – SALES & LETTINGS ADMINISTRATOR

BRANCH – COLCHESTER

The role of the Sales & Lettings Administrator is to support the Administration Department Manager by ensuring all administrative duties, relating to the marketing and selling and letting of properties is completed in an orderly and timely fashion and in line with our internal compliance policies. You will work as part of a busy Administration Department whose role is to process all aspects of sales and lettings administration for all of the Boydens branches. You will report to the Administration Department Manager.

DAILY DUTIES

- Prepare and send out correspondence as required to clients, customers and third parties by way of email and letter.
- Create client and customer files on internal CRM.
- Generate tenancy agreements for tenancy rentals and tenancy renewals.
- Download and send online portal property performance reports to negotiators/clients.
- Carry out AML checks as required.
- Assist Department Manager with regular rent guarantee schedules and audits.
- Assist Department Manager with compliance audits as required.
- Assist Department Manager with updating internal templates and processes as required.
- Raising and sending invoices as required.

Note: The details above are not exhaustive. Duties may change from time to time as the needs of the business change and to cover for the absence of colleagues.

CLIENT CARE

- Maintain service in accordance with company service levels, core values and behaviours.

YOU WILL POSSESS THE FOLLOWING KEY SKILLS:

- Strong customer service skills.
- Ability to multitask and work to deadlines.
- Smart and presentable.
- A keen eye for detail.
- Excellent communication skills and the ability to maintain a positive relationship with clients and colleagues and other third parties.
- Strong organisational skills.
- Strong administrative and typing skills.
- Ability to take instruction and take the initiative where required.