

JOB SPECIFICATION

TITLE – SUMMER WEEKEND ASSISTANT

BRANCH – FRINTON ON SEA

The role of the Summer Weekend Assistant (Saturdays June through to and including September) is to assist colleagues with the facilitation of holiday lets and other office duties. You will work as part of busy sales and lettings team. Below is a list of your core duties. This is not an exhaustive list and is subject to change as the needs of the business change.

- Organise and arrange for collection of keys from holiday makers leaving their accommodation and starting their holiday.
- Be the point of call for holiday let general enquiries.
- Complete reservation forms to hand to colleague for any booking requests.
- Complete handover of daily activities for colleagues to progress during the week.
- Refer any requests for maintenance to property owners to progress.
- Document and refer to colleagues any proposal to deduct funds from deposit.
- Assist colleagues with booking sales and lettings appointments.
- If required attend properties to assist with any holiday maker being locked out of the property/beach hut.
- Carry out check outs when keys returned to the office in readiness for the next occupant.
- Liaise closely with the cleaning company to ensure property ready for occupation.

CLIENT CARE

- Work with and support your colleagues within the sale department/branch.
- Maintain service in accordance with company service levels, core values and behaviours.

ASPECTS OF TEAMWORK: WORKING TOGETHER

- Work closely with your colleagues in the branch.

YOU WILL POSSESS THE FOLLOWING KEY SKILLS:

- Strong organisational and customer service skills.
- Smart and presentable.
- Excellent communication skills and the ability to maintain a positive relationship with clients and colleagues.
- Full clean driving licence.