



### **Job description**

we are looking for applicants who are passionate in delivering excellent customer service to all customers they interact with, whether this be existing residents, prospective residents or our stakeholders. The individual must be self-motivated and confident in taking ownership of driving efficiency within the agreed timescales whilst adhering to our policies and procedures. The ability to produce results and deal with a demanding workload means that the successful candidate needs to be able to work under pressure and prioritise their work effectively.

We are looking for someone who has a commercial mind set and will be dealing with the allocations and lettings process so must demonstrate excellent attention to detail:

- *Phone leads from Our system, conduct primary research around leads before progressing*
- *Respond to leads within 24 hours, managing and progressing multiple clients concurrently*
- *Conduct in-depth telephone conversations with clients, probing to gather as much information regarding the property as possible.*
- *Conducting second calls with the client to produce and negotiate the offer*
- *Manage diary for viewing and offer processing appointments*
- *Completing relevant administration tasks in line with the process requirements*
- *Arrange an Agent to meet clients at the properties once an offer has been agreed to verify relevant legal documentation.*