

## SALES/LETTINGS NEGOTIATOR JOB DESCRIPTION

Reporting to: Sales/Lettings Manager

Purpose: Exceed all activity and income targets  
Assist in the company goal to create largest active market share of any agent in the area  
Provide exceptional customer service at all times to encourage commendations and recommendations

### Key Responsibilities:

- Achieve and strive to exceed all targets and maximise personal activity levels through high standards of customer communication
- Understand the company's business priorities and use the daily structure to ensure you are focused on key activities that achieve the core objectives
- Consistently provide exceptional client service to ensure we deliver on commitments to retain clients and ensure they become referrers of future customers and clients
- Monitor own performance against targets and take action to improve volume/conversions
- Source and generate Market Appraisals through agreed tasks and phone calls
- Undertake applicant management daily; identify the perfect property for every applicant and keep in regular contact
- Attend viewings and prepare thoroughly to answer all questions relating to the property
- Follow up on viewings within 24 hours and give quality feedback to Vendors/Landlords
- Ensure all offers taken are fully recorded, submitted promptly and financially qualified
- Actively utilise notes and company records to ensure effective client communication and allow for informed negotiations
- Provide clients with details of all Chancellors products and services to maximise revenue and provide a full service offering as part of our on-going client management
- Prepare for and actively participate in the morning meeting, bring your own list of potential income opportunities and daily to-do list
- Structure and organise your own time, ensuring adequate time is given to key activities e.g. applicant management, client feedback, canvassing etc.
- Assist in effective and day-to-day administration within the branch
- Comply with sales and lettings administrative procedures and all relevant legislation, Codes of Conduct & Practice and Due Diligence procedures