



# SALES CONSULTANT



## ABOUT THE ROLE

The Sales Consultant is Redrow's 'ambassador' to prospective and existing customers, requiring a professional and courteous image at all times with the aim of making the customer feel important and valued. The job purpose is to promptly respond to all leads generated and aim to achieve required conversion rates; closing sales at the earliest opportunity and best price. The Sales Consultant will be actively involved with all parties to achieve legal completion, and will ensure that properties are ready, to company standards, at handover and that the highest levels of customer satisfaction are delivered.

Responsible to: Area Sales Manager

## KEY RESPONSIBILITIES

### 1. CUSTOMER SERVICE

- Ensuring every Redrow Customer receives a first class service.
- Maintaining professional high standards both personally and from a company perspective
- Responsible for the customer journey from reservation through to legal completion
- Proactively manage all customer enquiries to ensure sales targets are met, through effective lead management.
- Promoting the use of specialist new build panel independent mortgage advisors and solicitors to ensure an efficient service for customers and achieving company timescales
- Building and maintaining excellent working relationships with the site teams.

### 2. ORGANISATION

- Ensuring that all administrative work and reports are completed in line with company policy and agreed timelines
- Taking ownership of the development in all aspects of internal and external presentation

- Conducting market research on a monthly basis for both new build and second hand market.
- Achieving sales of homes and My Redrow options in line with agreed targets for example: legal completions and annual turnover

### **3. PROCEDURES**

- Ensuring the health and safety of customers and colleagues are in accordance with company procedure
- Compliant with company procedures

### **THE PERSON**

What kind of person are we looking for?

- High performing and self-motivated
- Sales experience in the housing industry would be an advantage. However full training will be given
- Possess exceptional customer service skills
- Computer literacy essential
- Available to work weekends and Bank Holidays
- Full driving licence and ownership of car is essential

These are illustrative duties and the job holder will be expected to become involved in a range of work to enable the department to respond effectively to the requirements of the Company.