



SALES PROGRESSOR



ABOUT THE ROLE

To contribute to the overall success of the Sales Office in support of the business, by ensuring smooth sales progression and performing all necessary administration to progress sales within contractual requirements and deadlines in order to achieve legal completions targets.

Responsible to: Senior Sales Manager

KEY RESPONSIBILITIES

- Ensure client extras are completed on time and with correct payment.
- Process reservations and support on-site staff in exchanges and completions, coordinating all necessary paperwork to achieve deadlines.
- Proactively communicate to Sales Managers details of problem plots or where assistance is required to achieve completions target on a daily/weekly basis.
- Complete extensive list of weekly and monthly reports e.g. competitor analysis, reservations; outstanding missives; legal completion statistics; data schedules; revenues; availability; releases; costs; deposits, etc and ensuring that the reports are completed in a timely and accurate manner.
- Generate general letters/memos, e.g. pre-contract meeting letters, 28 day intention to complete letters, welcome letters.
- Perform general office administration tasks, as and when required, to meet the needs of the department – e.g. faxing, filing, photocopying, fielding telephone calls.
- Ensure all customer information is input accurately and on time.
- Liaise with Brokers, Solicitors and the Sales team to check that mortgage and legal processes are proceeding at the correct pace.
- Processing of credit and debit card transactions or use of card data in compliance with the Payment Card Industry Data Security Standard (PCI DSS).
- Undertake appropriate training on PCI DSS at induction and then ongoing as required / stated by the business.

THE PERSON

What kind of person are we looking for?

- Able to communicate clearly and effectively with customers and colleagues throughout the business
- Literate in the use of IT
- Ability to work alone and as part of a team
- Methodical and with strong attention to detail

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.