

Job Title:	Sales Negotiator
Business:	The Property Hive Estate Agents
Department/Team:	Property Sales
Reports to:	Office Managers
Location:	Bessacarr, Doncaster
Salary Range:	£16,500 - £22,500

Job Purpose: *(short summary of what the job is responsible for)*

The job holder is expected to contribute substantially to the success of the business through the delivery of property sales and great experiences for our customers. The candidate will work closely with other team members to help our customers achieve their property aspirations and ensure The Property Hive is recognised as an unrivalled leader in sales performance and customer satisfaction.

Main responsibilities:

The candidate will be responsible for the successful sale of their own portfolio of properties and include the following:

- Canvass potential buyers to generate interest in properties and viewings
- Regular updates to property owners regarding the sale of their property
- Receiving and managing customer enquiries via the Telephone, Email or face-to-face
- Drafting marketing materials for the sale or rent of properties
- Securing appointments for property valuations and property viewings
- Promoting additional services and products
- Achieving sales targets
- Conducting property viewings
- Liaising with third party organisations such as Solicitors, Surveyors, Financial Institutions, etc.
- Managing effective relationships with customers
- Undertake negotiations for the sale or renting of properties
- Build and maintain a detailed knowledge of the property conveyancing process
- Proactively seek out opportunities to improve your own performance and skills
- Own and deliver a personal development plan
- Safeguard The Property Hive quality assurance standards
- Manage and organise their own tasks and activities
- Follow-up on appointments and obtain feedback
- On occasion distribution of leaflets
- Adhoc administrative tasks
- Progress sales through to a successful completion

Dimensions:

Full-time hours Monday – Friday 0900-1730 and alternative Saturdays 0900-1600 (day off in the week)

when working a Saturday). Flexibility required on occasions.

Key Skill Requirements: *(knowledge, skills, experience & qualifications)*

Essential

- Sales experience
- Experience of working within a customer facing environment and caring for customers needs
- An excellent telephone manor
- Ability to effectively deal with and resolve confrontational situations
- Demonstrate a track record of working with, and achieving targets
- A confident communicator with an outgoing personality
- Excellent inter-personal skills, to include:
 - Strong written and verbal communication
 - Ability to empathise with the circumstances others
 - Respect the diversity of others and adapt behaviours to suit the situation
- Able to establish, maintain and develop effective relationships with customers and colleagues
- Good financial awareness
- Be computer literate and proficient using Microsoft Office software including Word, Excel, Outlook and Internet Explorer.
- Well-developed influencing & negotiation skills
- Holds a UK Driving License and has access to their own transport
- Has knowledge of the local area
- Is able to manage and organise their own time effectively
- Can work independently with minimal guidance

Desirable

- Experience of Legal, Financial Services, Estate Agency or Property Management sectors
- Has had personal experience of moving home
- Lives in the local area

Personal Attributes/Behaviours:

The successful candidate will be an **energetic**, outgoing and confident individual whom naturally builds strong relationships with others. He/She presents themselves well and will imprint a positive impression when meeting people. Integrity and honesty will be their core values, whilst also being fastidious in nature.

In addition to the above, the role will require the candidate to demonstrate the following behaviours:

Behaviour	Favourable Indicators
Customer Orientation	Fully understands the different needs and perspectives of the customer Puts customer needs first and uses this to drive decisions Actively keeps abreast of customer activity to build understanding
Drive for Excellent Performance	Is passionate about achieving results for the business Takes full responsibility for own tasks and results Concentrates on key priorities and addresses urgent issues quickly Sets and delivers ambitious objectives
Teamwork	Co-operates with others (individuals, teams, departments) to help them achieve goals Looks beyond own team to identify common activities and synergies and to share ideas Willingly shares information which could benefit the business and others