



**Sales Negotiator/Administrator
H&H King**

Job Title: Sales Negotiator/Administrator, H&H King

Reporting to: Director, H&H Land and Property

Overall Job Purpose:

To advise clients on the sale and purchase of properties and property related matters in order to generate income for the company.

Primary Accountabilities

1. To act as a first point of contact (either face to face or on the telephone) and to provide a professional service as required to the clients of H&H King including all aspects of the purchase, sale and development of properties.
2. To provide ongoing support to the sellers of properties.
3. To liaise with solicitors and clients following the agreement of a sale and to record the current status of the transaction.
4. To liaise with printers, photographers, media, legal representatives, local authorities etc on behalf of clients in order to provide as full a service as possible regarding property transactions.
5. To improve the public perception of the company by representation at professional events as required and by face-to-face negotiations with clients.
6. To assist with the collation and insertion of weekly adverts on behalf of the estate agency department and to maintain the estate agency website.
7. To maintain current knowledge with regard to industry compliance and to ensure that any information received from outside agencies and relevant to the effective running of H&H King is shared with other members of the estate agency team.
8. To monitor sales as they proceed and liaise with all interested parties including mortgage brokers, solicitors, surveyors and other estate agents.
9. To ensure that the showroom is maintained in accordance with health and safety and visual branding standards.
10. To provide absence cover as required for other members of the estate agency team.
11. To greet clients and answer telephone calls and to either deal with the matter or to record the details so that an appropriate team member can take action accordingly.
12. To receive customer complaints and either refer them to a Director or deal with them in accordance with appropriate procedures.

Secondary Accountabilities

1. To have an awareness of health and safety issues with relevance for the company and to advise colleagues or seek further advice accordingly.
2. Other ad-hoc duties that the employer determines fall within the job holders capabilities.