



Estate Agency Administrative Assistant - H&H Land & Estates

Job Title: Estate Agency Administrative Assistant - H&H Land & Estates

Reporting to: Branch Manager

Overall Job Purpose:

To provide reception and administrative support and assist clients on the sale, purchase and letting of properties and property related matters in order to generate income for the company in your designated area.

Job Description

Primary Accountabilities

1. To provide the first line of contact for H&H Land & Estates by answering telephone calls and receiving visitors to the premises, ensuring a high-level of client care is maintained from first contact through to contact with professional staff.
2. To provide a professional service as required to the clients of H&H Land & Estates including all aspects of the purchase, sale, let and development of properties.
3. To arrange viewings of properties for sale and follow up in a timely manner after the viewing has taken place and report feedback to the vendors.
4. To record offers and report them to the sales negotiators for processing.
5. To ensure accurate communication between the clients, any other either external or internal visitors or callers and the staff of H&H Land and Estates by taking, recording and relaying messages.
6. To maintain regular contact with clients and input accurate and appropriate client data onto the H&H Land & Estates property management systems, ensuring client information is maintained on a regular basis, in line with company procedures
7. To liaise with and assist the Sales and Lettings teams as required and provide ongoing support to the sellers/landlords of properties.
8. To assist with the preparation and distribution of property details and other forms of marketing materials
9. To undertake accompanied viewing within your designated area if needed.
10. 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 Land & Estates is shared with other members of the estate agency team.
11. To ensure that the office is maintained in accordance with health and safety and visual branding standards.
12. To provide absence cover as required for other members of the estate agency team.
13. To receive customer complaints and either refer them to Branch Manager and deal with them in accordance with appropriate procedures.
14. To ensure discretion and client confidentiality at all times



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Secondary Accountabilities

1. To acquire current knowledge with regard to Health & Safety and in particular to legislation relevant to the company and to seek advice accordingly.
2. Other operational ad-hoc duties that the employer determines fall within the job-holders capabilities.