

Sales Negotiator H&H Land & Estates

Job Title: Sales Negotiator

## **Reporting to: Branch Manager**

## **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.

## Job Description

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 Land & Estates 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 Land & Estates 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