

Client Contact Advisor

Overview:	
Reporting to: Sales Area Manager & Directors	
To be responsible for maintaining and updating the CRM system and converting leads by contacting clients to offer viewings, market appraisals, solicitor & mortgage referrals.	
Main Job Description:	
To have read, understood and comply with Company Policy and Procedures at all times	
Phone out data base to generate and book market appraisals for branches	
Phone out available/matched properties to generate and book viewings for branches	
Phone out data base to convert leads to solicitor/mortgage referrals	
Assist with overflow inbound calls	
Follow up on any opportunities missed by branches	
Carry out customer care and follow-up calls	
Call viewers to ask for feedback on viewings	
Provide feedback to vendors	
Attend training courses when required	
Attend meetings when required and provide accurate figures and updates	
To assist Sales Area Manager and Company Directors when required	
Work closely with the Sales team to exceed customer expectations	
Personal Characteristics:	
Characteristic	Importance
1 Year administration experience	Preferable
Desire to engage effectively with clients	Essential
Able to work efficiently alone or as part of a team	Essential
Strong communication skills, both oral and written	Essential
Organised and able to prioritise workload effectively	Essential
Good interpersonal skills & tenacity in making high call volumes	Essential
Strong character that is able to handle and deal with difficult situations	Essential
Passionate about doing a brilliant job	Essential
Sales skills/ability to ask probing questions & be able to close	Essential
Computer literate on CRM entry and mindful of data & GDPR	Essential
Full UK driving license	Essential
Use of own car/ability to commute to office location	Essential
Displays tenacity & determination to succeed	Essential
Able to think on their feet in changing situations	Essential
Capable of recording and taking responsibility for figures	Essential
Ability to meet targets & deadlines	Essential