

JOB DESCRIPTION

Job Title: Sales Administrator

Reports to: Sales Manager

Accountable to: Sales Manager

Role:

To support Sales Manager by administering the customer care and sales information system and provide all other administration services for the sales department and staff.

Key Responsibilities:

1. Provide secretarial assistance to Sales Manager producing letters, memos, reports, spreadsheets, filing; and general administration for the sales department.
2. Record/input sales releases, reservations, cancellations, exchanges, hand-overs and legal completions onto Contact Builder, along with full customer details/choices and produce/post relevant letters and statements.
3. Produce and maintain plot files.
4. Produce/amend standard forms for use on site and in the office to assist the sales team. Ensure that all documentation is up to date.
5. Liaise with company solicitors regarding exchanges and completion and update Contact Builder and the Sales Manager accordingly.
6. Take telephone enquiries from prospective customers regarding both forthcoming and existing sites, updating Contact Builder database for future use with mailshots
7. Produce mailshots as requested. Input customer enquiries into the marketing system and produce mail shots as required.
9. Liaise with sales consultants and ensure they receive relevant copies of letters, price lists, memo's, reports and standard forms as required.
10. Update Company website with all changes and ensure all information is correct on a regular basis.
11. Complete customer handover files and arrange for them to be taken to site pre legal completion.
12. Take telephone calls from customers following legal completion and deal with enquiries regarding snagging in accordance with Company policy.
13. Liaise with site and sales advisors regarding snagging; maintaining all information on Contact Builder and producing up to date spreadsheets with all relevant information.
14. Where there is not a sales advisor on a development, ensure meter readings are passed onto utility companies in accordance with Company policy.

These are illustrative duties and the job holder will be expected to become involved in a range of work to enable the department to respond effectively to the requirements of the Company.