

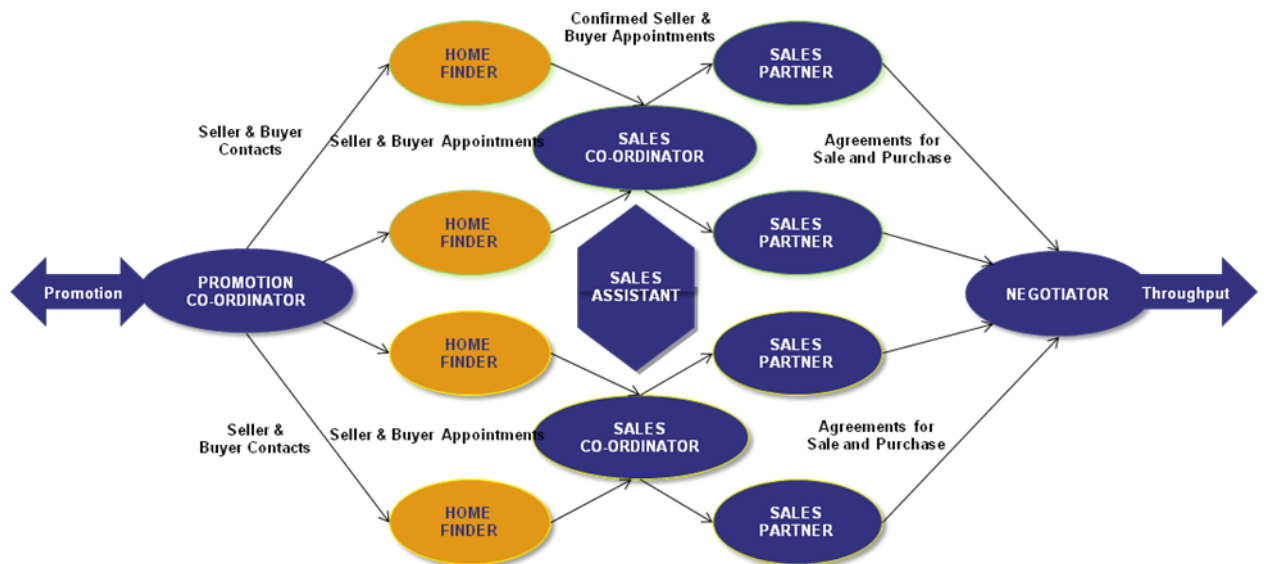
## POSTION DESCRIPTION

**Position:** Sales Assistant                      **Date:** 1<sup>ST</sup> November 2010  
**Reports to:** Support Coordinator              **Approved by:** Malcolm Cox

### Position Purpose

To remove distractions and undertake any task necessary, so that the Sales team can remain focused on dollar productive activity (sales).

### Organization Relationships



<b>Role</b>	<b>Primary Responsibility</b>
Promotions Co-ordinator	Co-ordinate and facilitate all seller and buyer prospecting sources. Provide Home Finders with 'processed' buyer and seller contacts.
Home Finder	Generate 15 seller appointments and 10 buyer appointments per week from a wide range of sources provided by the Promotions Co-ordinator.
Sales Coordinator	Maintain each salesperson at full capacity (6 appointments per salesperson per day) and provide administrative support throughout the entire process.
Sales Partner	Generate throughput from 15 seller appointments, 10 buyer appointments and 5 APA appointments per week (6 appointments per day).
Negotiator	Facilitate 'cooking' sales to contract, and ensure contracts become unconditional.
Sales Assistant	Deliver services that support the flow through the entire system.

## Nature and Scope

The Support Services and Systems of the company are designed to relieve the Sales team of most of the administrative and peripheral work, so that they can focus on the income producing activities of prospecting, listing, negotiating and selling real estate.

The Sales Assistant undertakes a wide range of tasks and errands that ensures the business runs efficiently and smoothly.

The incumbent is trusted to work independently, and in conjunction with other support team members. The work day may vary between 8:00 am and 6:00 pm on week days.

The main clients for this role are the Sales Support Co-ordinator, Sales Partners and Team Leader.

The company is focused on providing the best quality service. This means the incumbent must be responsive to needs of the team by providing a fast, friendly, focused and flexible service.

The office is a busy one, which requires the incumbent to have the ability to schedule work well and manage several tasks simultaneously, with frequent interruptions to attend to urgent and important work first. An order of priority has been established in order to decide which tasks should be undertaken before others.

A comprehensive policy manual describes the way the company operates, and most systems are documented to provide standard operating procedures.

The office is well organised and the computer network provides the central core of the support systems. Support team members have access to a PC as does the Team Leader and two for the sale team.

A good level of computer competency is required. The office is equipped with the most up-to-date software running under a Windows 2000 operating system. The central programme that manage the real estate systems is proprietary software called Real Estate Manager which has been specifically customised to the offices own requirements.

A ISDN phone system operates through a central switchboard to the incumbents phone, who answers most calls into the company. Calls are then transferred internally or email messages sent to Sales Partners mobile phones. Each call must be dealt with immediately and personally by one of the team members.

The incumbent is responsible for the company van, which is used for deliveries and servicing clients. It is also loaded with equipment used in the course of the job.

Each day the incumbent prints a 'task schedule' that provides a daily list of tasks to be completed for the current listings and sales. As tasks are done they are marked as 'completed' in the system.

The culture in the office is one of open communication and continuing improvement. Because of this, systems and procedures are regularly upgraded. Naturally, the support team is encouraged to find better ways to improve the productivity of the office.

Training needs are assessed on a regular basis, as the company supports continuing professional and personal development of all team members.

The position reports to the Team Leader with whom a six monthly review meeting is held to discuss any issues affecting the position.

### **Principle Accountabilities:**

1. Collect mail and make deliveries (eg. mail, contracts, gifts etc).
2. Meet valuers, building inspectors and other service providers at properties.
3. Erect and maintain sign boards, and ensure they are sturdy, well located and easily seen.
4. Take photographs of properties and customers for promotional purposes.
5. Write advertising scripts for properties.
6. Maintain stationery stocks to ensure availability of essential items as required.
7. Cover reception duties when necessary, by managing incoming calls and enquiries.
8. Assist with prospecting systems including delivering letters and leaflets according the company system.
9. Complete banking, filing and other administrative tasks as required.
10. Update the office systems as required.
11. Ensure the office is always clean and tidy – presented in the best possible way.
12. Service and maintain the company van.
13. Ensure that the office building and furnishings are properly maintained and that Warrant of Fitness standards are upheld.
- 14.** Report on activity weekly.

## Personal Attributes:

People who are likely to do well in this role will be of excellent character, have demonstrated their reliability and have well-developed inter-personal skills.

**Education and/or Experience:** the incumbent requires exceptional interpersonal and communication skills, good judgment and initiative. Strong computer skills are also necessary.

**Language Skills:** the incumbent requires a competent and confident command of the English language, both oral and written.

**Mathematical Skill:** the incumbent requires a competent and confident command of arithmetic principals and concepts, algebra and mathematics.

**Reasoning Ability:** the incumbent requires a competent and confident reasoning ability in order to solve problems, make appropriate decisions and provide exceptional service and client care.

**Physical Demands:** the incumbent is be expected to have a standard of fitness to enable them to carry out their duties.

**Grooming:** the incumbent is required to present at work in a manner that is congruent with the high professional standard of our work. This includes ensuring hair, nails and cloths are clean and appropriately groomed.

## Privileged Information:

All of the policies, systems, services, information and intellectual property of the Sales Department are owned by the company. This includes (but is not limited to) the company's past, current and prospective client information; policy manuals; training manuals; diaries; message books and the information contained within them.

The incumbent must not copy, lend or divulge any of this privileged information to any person without the express permission of a director of the company.

All information is provided on the basis that it shall at all times remain the property of the company and shall remain with the company upon termination.