Job Description: Sales Agent Personal Assistant

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| Title: | Personal Assistant |
| **Reports to:** | **Sales Agent** |
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**Specific Objectives:**

1. Complete all prospecting activities in a timely manner
2. Provide administrative support in the management of new listings
3. Efficient administration of new listings is completed with exceptional service
4. Ensure all vendor experiences reflect exceptional service
5. Accuracy in the completion of required auction campaign activity in order to meet deadlines

**Core Competency Areas:**

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| **Function** | Tasks |
| Update database | * Update database with vendor details as required |
| Prepare listing and presentation materials | * Send pre-Listing kits to potential vendors * Prepare a current market analysis for vendors * Complete all background searches as required |
| Prepare new listings paperwork | * Generate proposals with required Agency Agreements |
| Complete new listings & follow-up activities | * Complete the listing – appraisal checklist for new vendor or lost opportunity * Liaise with the Sales Support Coordinator to book auctioneer * Ensure all new listing letters are completed * Ensure signboard reflects type of campaign |
| Prepare for the Open For Inspection | * Ensure the open for inspection advertising has been completed * Ensure all brochures are delivered prior to open for inspection |
| Open For Inspection activity | * Ensure the property is properly prepared for the 1st open for inspection * Set up the property for the open for inspection * Attend all required pen for inspections |

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| **Function** | Tasks |
| Open for Inspection follow up activity | * Complete the vendor sales progress letters after each open for inspection * Ensure all elements of the marketing campaign are complete and delivered as required * Ensure final contract has been received from the vendors solicitor * Contact all attendees at the open for inspection * Maintain database with the open for inspection attendees |
| Auction Activities & Sales | * On site preparation * Contact open for inspection attendees that have confirmed interest in the property * Complete Property File * Complete auction summary * Ensure contract letters are completed and sent as required * Send contracts to solicitors as required * Complete banking as required * Ensure web is updated with the auction result |
| Private Treaty & Sale | * Contact open for inspection attendees that have confirmed interest in the property * Completed Property File * Ensure contract letters are completed and sent as required and update database * Contracts are sent solicitors as required * Complete banking as required * Ensure web is updated * Notify the settlements coordinator as required |
| Client Services | * Ensure that all client service programs are delivered as per the Sales Agent instructions |

**Skills/Abilities:**

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| **Skill/Ability** | **Level of Importance to Position (H,M,L)** |
| * **Very good** Negotiation skills * **Very good** Decision making and problem solving skills * **Very good** Interpersonal skills * **Very good** Written and verbal communication skills * **Very good** Time Management and organisational skills * **Very good** Knowledge of the company’s policy and procedures * **Very good** Team Skills * **Good** Computer Skills | * **High** * **High** * **High** * **High** * **High** * **High** * **High** * **Medium** |

**Key Performance Indicators (KPI’s):**

1. Obtain four (4) sales leads per month
2. Add sixty (60) buyers to the database every month
3. Mail merge 2,000 per month
4. Contact home owners for new listings
5. Contact home owners with sales results
6. Deliver 1,000 DL cards for new listing
7. Deliver 1,000 DL cards for each sale
8. Send 250 just listed letters per listing
9. Send 250 Just sold letters per sale
10. Obtain two (2) expired listing leads per month
11. Role play for at least 2 hours per week

**Signed: Dated:**