

Job Role

Sales Negotiator

Responsible to

Director

Job purpose

To work and develop within an established brand that has an ambitious growth strategy with an ethos of delivering first-class customer service. The Sales Negotiator has significant involvement at all stages of the property buying and selling experience, so is responsible for ensuring clear and effective communications with the various parties involved. Displaying a high sense of integrity and commitment to customer support, service and satisfaction are key to the Movuno team culture.

Demonstrating passion for excellence with respect to treating and caring for Customers and ensuring all enquiries are responded to in a slick, quick and efficient manner.

Operate as an Ambassador of the Movuno Brand at all times.

Summary of main duties

KEY ROLES AND RESPONSIBILITIES

1. Professionally handle all enquiries from Customers, in a prompt and efficient manner, displaying detailed Company knowledge and offering guidance and advice throughout the buying and selling process.
2. Structured and organised approach to following up customer enquiries and meticulous gathering of customer information, which is recorded and maintained on the Company's CRM system, Vebra.
3. Ensure excellence in the service provision through:
 - Effective diary management in the booking of valuations and appointments/viewings;
 - Efficient and immediate response to property enquiries from a variety of sources;
 - Clear and effective communication to Customers and other parties;
 - Enthusiastic style to an organised and planned approach.
4. Generate and Negotiate offers under the direction of the Director.
5. Manage the continuous progression of a property sale, ensuring the pro-active liaison with Solicitors and other agents as necessary.
6. Effective communication within the Team to ensure they are kept up to date and are aware of progress as well as challenges/hold-ups.
7. Responsible for compiling and generating reports as required by the Company.
8. Support with property viewing and valuations from time to time, as required.
9. To work collaboratively and communicate effectively with all team members within Movuno to deliver results and ensure customer requirements are met.

SKILLS AND EXPERIENCE

1. Excellent customer service skills;
2. Ability to deal with face-to-face, telephone and e-mail enquiries in a quick and effective manner;
3. Structured and organised with meticulous detail recording skills;
4. Strong and effective negotiating skills;
5. Strong business relationship building skills;
6. Target driven and self-motivated, results / goals orientated;
7. Excellent written skills
8. Good IT skills

The company is small but growing and all employees are expected to work as a team in a collaborative manner. You may therefore be reasonably required, from time to time, to undertake other duties by the Director or other Senior Management in the Company.

This job description may be varied in consultation with the post holder to reflect evolving needs of the business.

Confidentiality

