

## **New Homes Sales Consultant Full-time, Dundee**

We have an exciting new opportunity for a New Homes Sales Consultant to join our Estate Agency in Dundee. The successful candidate must be proactive, personable and have the ability to work on your own initiative. You will need to be organised with strong sales and administrative skills, be able to prioritise and work well under pressure. Their main responsibility will be to provide a first class Customer Service experience to our clients.

### **About Thorntons**

We are one of the market leading estate agency firms in Scotland and we were recognised as Scottish Employer of the Year 2017 by Business Insider. Our experienced and enthusiastic staff market and sell properties on behalf of our clients all across Tayside and wider. We have state of the art processes and technology to be able to secure the highest possible price for our clients, in as prompt a time period as possible. Nothing beats excellence in customer service however and our property managers, sales and support staff all work together to deliver the very best service for all our clients. We continually look to improve our client experience to ensure we are always at the top of our game.

### **About The Job**

Duties will include:

- Assist in development of New Homes business firm wide.
- Arrange viewings, appointments and assist with other administrative activities as required.
- Deal with buyers enquiries, on site viewings, reservations etc. as required.
- Liaise with clients of the firm and potential clients in an effective manner and ensure all aspects of excellent client care.
- Ensure own personal appearance and conduct is in keeping with the standards set by the firm.
- Deal with telephone queries from clients, future clients and members of staff in a helpful and courteous manner.
- Prepare in conjunction with Sales Negotiator developments/properties for marketing and ensure information is readily available for staff to deal with general enquiries.
- Maintain regular contact and update developers/clients as required in conjunction with New Homes Sales Manager.
- Assist in preparation of marketing materials, advertising and liaise with clients on these matters
- Make effective use of websites, branch displays, social media and mailing lists to promote all properties on an ongoing basis.

- Ensure full cover of all new build developments is maintained working in conjunction with the new homes team.
- Exceptional customer service at all times.

## The Candidate

Personal Specification		
Requirements	Essential	Desirable
Education	<ul style="list-style-type: none"> <li>• Good standard of education</li> </ul>	<ul style="list-style-type: none"> <li>• SVQ in business administration or equivalent</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Working in a customer service/sales environment</li> <li>• Team worker with the ability to build and maintain constructive relations with colleagues</li> <li>• A sound understanding, knowledge and ability to use IT applications</li> <li>• Strong administrative skills</li> </ul>	<ul style="list-style-type: none"> <li>• Working in a professional environment</li> </ul>
Skills and Aptitudes	<ul style="list-style-type: none"> <li>• Excellent time and diary management</li> <li>• Excellent communications skills</li> <li>• Excellent telephone manner</li> <li>• Maintain a high standard performance whilst under pressure</li> </ul>	
Personal qualities / circumstances	<ul style="list-style-type: none"> <li>• Personable, with a strong focus on client service and customer care</li> <li>• Ability to work with minimum supervision</li> <li>• Reliable and trustworthy</li> <li>• Demonstrate confidence and responsibility</li> <li>• 'Can do' approach</li> <li>• Enthusiastic and positive</li> <li>• Takes ownership and uses initiative</li> <li>• Flexible and able to assist within a team</li> <li>• Possession of a driving licence</li> </ul>	

## **Benefits**

- Competitive salary
- 26 days annual leave plus 6 public holidays
- Contributory Pension scheme, Death in Service, Employee Health Care Plan, Child Care Vouchers

## **Hours**

- Full time – variable

## **Interested?**

Apply online at <https://www.thorntons-law.co.uk/careers/current-vacancies> or download and return a completed application form to: HR Department, Thorntons, Whitehall House, 33 Yeaman Shore, Dundee. DD1 4BJ

**The closing date for applications is 9am Monday 15 January 2018.**

