

Viewing Assistant (Part-time) St Andrews

We have an exciting opportunity for Viewing Assistant to join our Estate Agency in St Andrews. The successful candidate must be proactive, personable and well organised with the ability to work on their own initiative. 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. 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

Main responsibilities:

- undertake accompanied viewings at client's properties
- arrange viewings, appointments and assist with other administrative activities as required
- liaise with clients of the firm and potential clients in an effective manner and ensure all aspect of excellent client care
- identify business opportunities for both Estate Agency and the firm as a whole
- enhance the company's image and market share
- ensure that your 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
- ensure any message or appointment is passed to the appropriate person effectively
- to provide cover for other members of the team as and when required
- ensure that any client concern is resolved or communicated promptly to the Property Sales Office Manager

Personal Attributes

- Excellent customer service skills
- Excellent organisational skills
- Excellent oral communication skills
- Excellent written communication skills
- Excellent attention to detail
- Ability to work as part of a small team
- A commitment to providing excellent client service

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 – 18 hours per week

Wednesday and Friday 1pm to 5pm

Thursday 3pm to 7pm (Summer months 4pm to 8pm)

Saturday 9am to 4pm

Based in our St Andrews office, but may be required to assist elsewhere within Thorntons.

Interested?

Apply online at www.thorntons-law.co.uk/careers

The closing date for applications is 9am Monday 19 March 2018.