

| JOB DESCRIPTION  |                   |
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| Job Title:   | Sales Negotiator  |
| Department:  | Residential Sales |
| <b>1. Role description</b>   |                   |
| <p>As Sales Negotiator you will be required to assist our clients in the buying and selling of property.</p> <p>You will effectively manage the property sales process from listing to completion.</p> <p>A Sales Negotiator is expected to ensure that both parties are kept informed throughout in order to enable both to come to a sales arrangement that is agreeable. You will have overall responsibility for ensuring that both applicant and vendor are in a position to complete a sale and will therefore be expected to carry out the relevant due diligence checks effectively.</p> <p>As the main point of contact for all parties during a sale, a high degree of organisation and communication skills are essential.</p>  |                   |
| <b>2. Key responsibilities</b>   |                   |
| <ul style="list-style-type: none"> <li>Effectively assist in the onboarding process for new vendors – you will be required to arrange valuations, discuss our terms of service with the vendor and follow up on valuations in order to secure the client;</li> <li>Upon receiving the instruction to market the property from the vendor you will co-ordinate the listing process – liaising with the valuer to carry out an instruction meeting, arranging photography and EPC report, overseeing the drafting of the property brochure and seeking approval from the vendor prior to publishing;</li> <li>You will prepare all necessary marketing materials for the property e.g. publish brochure, for sale boards, window cards, newspaper advertisements and send Vendor all relevant copies;</li> <li>Regularly carry out property matches and establish target applicant base based on knowledge of the local area and the property;</li> <li>You will contact the vendor regularly to update them on progress and to discuss further marketing strategies;</li> <li>You will liaise with the vendor to arrange suitable viewing appointments and co-ordinate accompanied viewers where necessary or carry out viewings as and when required;</li> <li>Accurately record applicant data on 'Reapit system' in order to monitor purchasing activity;</li> <li>Gain insightful property feedback from applicants within 48 hours following a viewing and communicate feedback to Vendor using appropriate communication methods;</li> <li>Thoroughly manage the due diligence process in relation to vendors and applicants including carrying out 'Smart' searches;</li> <li>Efficiently manage the offer process by communicating all offers for sale in writing to both the vendor and the applicant, assisting in the negotiation process and confirming acceptance in writing once achieved;</li> <li>Co-ordinate the creation of Memorandums of Sale by accurately inputting the relevant data into Reapit and sending to all relevant parties;</li> </ul> |                   |

- Take the lead role in progressing sales including chasing all parties involved weekly in order to complete the sale swiftly and ultimately assisting with setting dates for completion;
- Lead on renegotiation throughout the sale process as necessary in order to complete the sale;
- Take instructions from solicitor to release keys and liaise with buyer;
- Ensure that all relevant invoices are processed and issued within the given timeframes;
- You will liaise with contractors and 3<sup>rd</sup> parties as required by the role in order to provide a full and efficient service to our clients;
- Introduce other appropriate Dacre, Son & Hartley products to our clients;
- You are expected to adhere to the Company Standards of Service and Health and Safety;
- Carry out any other reasonable duties required by the business;
- You will practice high levels of discretion and confidentiality with regards to any information that you may be privy to.

### 3. Attributes

- Contribute to the profitability of the sales department;
- Ability to manage own workload and prioritise tasks;
- Strong desire to satisfy customer needs and achieve a sale;
- Excellent communication skills;
- Conscientious, hard-working and self-disciplined;
- Ability to work to deadlines/targets for self and others;
- Works effectively and calmly under pressure;
- Ability to work on own initiative;
- Excellent co-ordination and time management skills.

#### Essential

- Previous experience within residential sales or equivalent;
- A proven track record of working towards targets;
- Excellent customer service skills;
- Strong IT skills and comprehensive knowledge of the residential property market
- Highly articulate and with a clear telephone manner;
- Driving licence and access to own vehicle would be preferable.

#### Desirable

- Knowledge of local area and amenities;
- National Estate Agency Qualification;
- Working knowledge of Reapit would be preferable.