

your ocean

Trainee Lettings Negotiator
Job description
& responsibilities

the place for...
estate agents
property lawyers
financial services
lettings & management
land & new homes
wills & probate
surveyors
you.

the place for realising your potential

Ocean job description

Trainee Lettings Negotiator

Provide excellent customer service whilst completing probationary period. Meet all goals and objectives agreed with line manager.

Key relationships:

Reports to:

- Manager, Assistant Manager in the absence of the Manager.

Works with:

- Team members and other sister companies for referrals.

Primary responsibilities:

Induction & Training

- Successfully complete the 30.60.90 training program to required standard.

Office reception

- Assist and support office organisation/ Opening for business policy adherence
- Assist with office reception/provide office cover
- Register tenants
- Match properties, provide property information
- Refer all Ocean services
- Promote all Ocean marketing activities
- Advise of Ocean extended customer services e.g. Relocation Network
- Adherence to all health and safety/ security policies.

Online & telephone business

- Ensure effective use of all marketing methods available to promote properties to all tenants
- Arrange viewing appointments
- Attending viewings
- Follow up viewings, produce file notes/case history
- Conduct landlord feedback ensuring policy adherence
- Complete new instructions ensuring policy adherence
- Complete check in's.

Negotiate & handling offers

- Receive record and present all offers received. Negotiate offer on landlords' instruction
- Provide best informed advice on all offers to landlord
- Inform line manager of all progress/problems on a timely basis
- Remove properties from market when let agreed.

Administration

- Successfully complete Veco – frontend training
- Successfully complete Veco – backend training
- Successfully complete File training.

Skills required

- Ability to provide high level of customer service in a sales driven environment
- Effective time management and organisational skills
- Excellent communication skills
- Ability to use initiative to ensure productivity and lets/sales generations
- Ability to motivate self and contribute to a team
- IT literate.

Help & advice

If you have any questions regarding your job description or anything to do with working for Ocean, please don't hesitate to contact your line manager or Director who will be happy to help.