

JOB DESCRIPTION

Position Title:	Sales Administration
Team:	Sales
Hours of Work:	Normal 38 hour week – some Saturday's may be required

POSITION SUMMARY & PRIMARY OBJECTIVE

Dougmal Real Estate aims to provide competitive services in the real estate market, selling and managing residential and commercial property. The organisation strives for local market leadership and is continually seeking to enhance its reputation among both the public and members of the industry for honesty, integrity and competence as real estate practitioners.

The individual in the sales secretary role is required to contribute to the provision of quality services by delivering excellent administrative support and assistance to the sales team. Success in this position will be dependent upon the individual's ability to be proactive and anticipate areas where assistance is needed and demonstrate initiative.

Working in a team environment the individual will be expected to demonstrate commitment, loyalty and an ability to work as an enthusiastic team member in accordance with the organisation's office routines and procedures, keeping in mind the overall business objectives.

QUALIFICATIONS/ EXPERIENCE/ KNOWLEDGE

Knowledge & Experience Required

Essential

- Strong administration skills – organised, thorough, systems orientated with meticulous attention to detail
- Ability to communicate at all levels
- Excellent levels of computer literacy and touch-typing skills
- Ability to use Microsoft Office including Word, Excel, Access and PowerPoint
- The ability to create a positive, everlasting impression with the most professional, courteous and expedient manner and to continually strive for superior client service
- An ability to work under limited supervision
- Proactive, punctual and reliable
- Well presented and spoken
- Vibrant nature
- Enjoys dealing with people daily and is tolerant of rude people, polite but assertive

Desirable

- Previous experience in a secretarial role
- Experience in the real estate industry
- A typing speed of 50-60 words per minute with 90% accuracy
- A certificate of registration may be required

ROLES AND RESPONSIBILITIES

- Ensure all necessary administrative tasks associated with listing and selling real estate are carried out in an efficient, expedient and professional manner
- Take responsibility for the co-ordination and placement of advertising and marketing material in local and regional newspapers, as well as the preparation of sales contracts and associated correspondence
- In conjunction with the sales team, be responsible for co-ordinating aspects of property marketing, including photography and preparation of floor plans
- Organise monthly / weekly sales meetings including the collecting of contributions from staff members prior to each meeting and the preparation and distribution of minutes and agendas
- Assist in the preparation of canvassing material and any other correspondence associated with office listings and sales
- Responsible for the maintenance of a professionally presented window display
- Maintain knowledge of all office listings so inquiries from both vendors and purchasers can be managed in the absence of a member of the sales team
- Provide the sales team with a full range of administrative support to assist with the sales success of the company. In this regard, you must be able to provide word-processing and general administrative support as instructed.
- Ensure accurate control of documentation associated with listing and selling of properties
- Co-ordinate advertising and marketing material for individual properties within the required time frame
- At the direction of the Sales Manager, contact and consult with valuers, building/pest control inspectors, councils and solicitors, to ensure the smooth progress of sales
- Participate in key result area and key performance indicator review processes to establish areas for improvement
- To maintain a high professional and ethical profile in accordance with industry and company standards.
- Maintain a well groomed and business like appearance

CORE COMPETENCIES

The following Core competencies are the skills, knowledge and behaviours expected of an employee at Dougmal Real Estate.

Communication Skills

Communicates clearly and professionally in written and oral forms to both internal and external clients.

Initiative and Confidence

Generates and acts on new ideas that add value to the business. Looks at different ways to solve problems and address difficulties.

Achievement Drive

Sets goals and strives to achieve them with enthusiasm and determination.

Business Acumen

Has a good understanding of the business environment and the impact their behaviour has on the reputation of the company.

Respect

Treats colleagues and customers in a manner which demonstrates integrity, honesty and fairness

ROLE SPECIFIC COMPETENCIES

The following Role Specific Competencies are the skills, knowledge and behaviours that lead to a staff member being successful in their role.

Client Focus

Demonstrates a desire to address customer needs and does so in a professional manner.

Flexible Team Player

Works effectively within a variety of situations, individuals and groups applying the 'whatever it takes' attitude.

Planning and Organisational Skills

Establishes a clear course of action to achieve long or short-term goals in an organised manner.

Technical Knowledge / Skills

Possesses the level of technical skills to preserve and / or enhance the quality of services provided by the organisation.

WORKING RELATIONSHIPS

Team	Purpose
Internal Staff	To maintain a team orientation working towards common group goals
Sales Manager, Sales Consultants	To provide administrative support as to assist the Sales Manager and Consultants meet key business objectives
Customers	To deliver a high quality service to customers that exceeds expectations