

JOB DESCRIPTION

Lettings Co-ordinator - W J Meade Estate Agencies Ltd.

We are currently recruiting for a Lettings Co-Ordinator to join our flagship branch in Bow, Mile End. We have just featured in the top 100 Estate Agents in the UK (out of 25,000).

The Lettings Co-ordinator will be the primary contact for all enquiries into the office, actively ensuring the highest levels of customer care is delivered to all current and prospective clients, promptly responding to all leads generated and directing them to the relevant department. Being our trainee lettings negotiator in the office, you will support the lettings team in all duties, so that in their absence you can fulfil any aspect of the role.

LETTINGS DUTIES:

- Organise and complete periodic inspections on all lettings properties in the bow portfolio
- Assist in check-in & check-out procedures, making sure detailed notes are made so that if any deposit claims are made, we have supporting evidence
- Complete property viewings in absence of the lettings negotiators
- Client satisfaction surveys and testimonials
- Deal with phone and email enquiries
- Meet with clients and assess their property requirements
- Conduct viewings for prospective clients around available properties
- Market and advertise properties
- Reach sales targets for the company
- Liaise with all interested parties (solicitors, mortgage brokers etc).
- Maintain contact with clients after they have settled in to make sure everything runs smoothly.

ADMIN DUTIES:

- All paperwork being organised and completed (sent to head office)
- Complete all tenant referencing and chase up any outstanding paperwork
- Diary management
- Preparing property particulars
- Legislation compliance (including requirements of property ombudsman)
- Sending clients business terms and conditions and ensuring receipt of client id

QUALIFICATIONS, TRAINING AND EXPERIENCE:

- Clean driving license and car
- Estate agency and/or property sales background preferred.
- Impeccable communications skills: written and verbal.
- PC literate, proficient in the use of excel and with good knowledge of word, PowerPoint and outlook.
- Excellent organisational skills.
- Self-motivated, responsible and able to display initiative.
- Flexible, eager to learn and take on new challenges.