

**JOB DESCRIPTION**

**JOB TITLE:**

**ADMINISTRATOR  
(Saturday Office Cover)**

**REPORTING TO:**

**SALES MANAGER**

**OBJECTIVE:**

**To provide effective and efficient secretarial and administration services and provide support for the reception/front desk cover for both the Sales and Lettings Departments.**

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**MAIN DUTIES**

**(i) GENERAL**

1. Provide general word-processing/secretarial duties ensuring accuracy and quality are maintained and deadlines met.
2. General filing, administration duties, collating/compiling of documents and photocopying/scanning as necessary.
3. Provide support for reception/front desk cover (including all associated tasks/responsibilities).
4. Ensuring that main switch board is switched over to relevant function at both ends of the day
5. Responsibility for ensuring the office is open and operational for opening hours
6. Meet and greet clients
7. Ensure a concern for excellence is evident in all materials/documentation produced and all other supported activities.

**(ii) SALES DEPARTMENT**

1. Property file maintenance
2. Management of sales viewings and Valuers' diaries
3. Maintain sales viewings diary and arranging viewings when required
4. Arrange market appraisals when required
5. Completion of all relevant Sales Checklists
6. Maintenance of the Mailing List Database
7. Advise potential buyers with suitable properties
8. Management of key cupboard and release of property keys

**(iii) LETTINGS DEPARTMENT**

1. Update, print and email Rental Lists and Application forms to any prospective applicants
2. Deal with incoming calls relation to lettings.
3. Maintain sales viewings diary and arranging viewings when required
4. Receiving of tenants' applications, assistance with processing as required.
5. Landlord and Tenant liaison as required.
6. Handle property management and maintenance issues as required
7. Dealing with property maintenance and Contractors when required
8. Management of key cupboard and release of property keys

**GENERAL DUTIES**

1. Operate within the Company's policies, procedures and systems.
2. Plan to optimise the achievement of results by showing concern for excellence.
3. Project a positive image of oneself and the Company to others.
4. Attend and contribute to meetings as necessary.
5. Ensure and maintain a strong customer service focus.
6. Liaise with external agencies (including clients, suppliers etc.) as necessary.
7. Recommend, monitor and control the use of resources.
8. Actively participate in continued personal training and development activities to meet Company requirements.
9. Assist in other departments/areas of the business as and when required.

*Signed:*.....

*Print:*.....

*Date:*.....