



# MONKS

## PERSON/JOB SPECIFICATION

<b>Job Title</b>	<b>Accompanied Viewer / Office Support</b>	
<b>Summary</b>	Looking for a skilled communicator who brings a personal touch to work ensuring clients and customers enjoy an exceptional level of service, assisting with property viewings and routine property inspections and effectively answering queries and confidently addressing issues as well as assisting with office cover.	
<b>Department</b>	Sales & Lettings	
<b>Location</b>	Oswestry Office – 16 Church Street, Oswestry, SY11 2SP	
<b>Terms</b>	<p>Part time Available now.</p> <p>Minimum hours, 10 hours per week to a maximum of 15 hours. Tuesday and Thursdays, 9.30am to 2.30pm</p> <p>Permanent contract with an initial six month probationary period</p> <p>Holidays: 5.6 weeks of the weekly pattern (this includes Bank holidays). Pro rata for shorter periods</p>	
<b>Salary Band</b>	Competitive hourly rate	
<b>Responsibilities</b>	<p>Coordinate and attend property viewings for the Lettings and Sales departments</p> <p>To develop daily business opportunities, to effectively and efficiently service and administer clients and customers</p> <p>To assist with all the aspects of the lettings and sales process.</p> <p>To liaise between Landlords, Tenants, Sellers and Buyers booking property viewings and give viewing feedback when required</p> <p>To assist in office organisation, reception, registration of applicants and matching them to the right properties.</p> <p>To conduct property routine inspections when required.</p> <p>See full Job Description for more details.</p>	
<b>Experience, qualifications &amp; Skills</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Access to own car and full driving license</li> <li>• Excellent communication skills</li> <li>• Be able to work under pressure and to tight deadlines</li> <li>• Good organisation skills</li> <li>• Be able to prioritise workload</li> <li>• Good administrative skills</li> </ul>	



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	<ul style="list-style-type: none"><li>• Excellent telephone manner</li><li>• Excellent interpersonal skills</li><li>• Excellent time management</li><li>• Working effectively within a team</li><li>• Quick learner</li></ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• IT literate</li></ul>	
<b>Characterises</b>	<ul style="list-style-type: none"><li>• Self motivated – self starter</li><li>• Methodical</li><li>• Dynamic</li><li>• Assertive</li><li>• Flexible approach</li><li>• Reliable</li><li>• Concern for excellence</li><li>• Enthusiastic</li><li>• Good sense of humour</li><li>• Positive attitude</li></ul>	

<b>Application Process/ How to apply</b>	<b>Curriculum vitae together with covering letter sent to: <a href="mailto:patricia@monks.co.uk">patricia@monks.co.uk</a></b>
<b>Job Posted</b>	9 <sup>th</sup> April 2024
<b>Closing Date</b>	<b>13<sup>th</sup> May 2024</b> Only candidates selected for an interview will be contacted.

Monks, bringing people and property together

**H** –Honest – Straightforward and easy to deal with.

**O**- Original – Innovate and we deliver.

**M**- Motivated – Drive, energy and enthusiasm to make a difference

**E** – Empathetic – Real, normal and human