



MONKS

PERSON/JOB SPECIFICATION

Job Title	Lettings Negotiator - Wem Office -
Summary	Looking for a skilled communicator who brings a personal touch to work every day ensuring clients and customers enjoy an exceptional level of service, effectively answering queries, confidently addressing issues and carrying out all the detailed administration, have superb organisational skills and be able to prioritise workload. Have excellent telephone manner and ability to maintain relationships.
Department	Lettings
Location	Wem, 13a High Street, Wem, SY4 5AA
Term	Full time Permanent with an initial six month probationary period
Salary Band	Competitive annual salary + referrals
Responsibilities	Coordinate the daily Lettings function of our busy Wem office To develop daily business opportunities, to effectively and efficiently service and administer Landlords, Tenants and Customers To assist with all the aspects of the lettings process. To liaise between Landlords, Tenants, and Customers booking property viewings and negotiating terms To assist in office organisation, reception, registration of applicants and matching them to the right properties. To conduct property viewings give clients viewings feedback and meet their expectations. To oversee the Lettings applications process. See full Job Description for more details.
Terms and Conditions	Hours of employment: Monday to Friday, 9.00am to 5.30pm with one hour for lunch. Saturdays by rotation, generally one in two, 9am to 4pm. Initial training and continuous professional development. Support throughout Propertymark Qualifications. Career progression. Holidays: 28 days (this includes public holidays). Pro rata for shorter periods. Travel Expenses: Business mileage paid.



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Experience & Qualifications	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Having worked in an admin or similar role. • Full UK Driving Licence and access to own car 	<ul style="list-style-type: none"> • Level 3 Award in Residential Letting and Property Management – MARLA, Propertymark
Characterises	<ul style="list-style-type: none"> • Good administrative skills • Be able to work under pressure and to tight deadlines • Good organisation skills • Be able to prioritise workload • Excellent communication skills and telephone manner • Working effectively within a team • Quick learner • IT Literate 	<ul style="list-style-type: none"> • Self motivated – self starter • Methodical • Dynamic • Assertive • Flexible approach • Reliable • Concern for excellence • Enthusiastic • Good sense of humour • Positive attitude

Application Process/ How to apply	Curriculum vitae together with covering letter sent to: patricia@monks.co.uk
Job Posted	9 th April 2024
Closing Date	13th May 2024 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