



## JOB DESCRIPTION

**JOB TITLE:****ACCOMPANIED VIEWER****REPORTING TO:****BRANCH MANAGER****OBJECTIVE:****To assist the Sales and Lettings Departments with property viewings and routine property inspections as well as providing office support when required**

### MAIN DUTIES

1. Conduct Property Viewings: Accompany potential buyers and Tenants to properties and provide them with a guided tour. Showcase the property's features, answer questions, and highlight its unique selling points.
2. Product Knowledge: Stay up-to-date with the latest property listings and market trends in the area to effectively communicate property details to clients
3. Client Engagement: Build rapport with clients and understand their specific needs and preferences. Tailor property recommendations accordingly
4. Customer Service: Provide exceptional customer service at all times, ensuring clients feel comfortable and valued during the property viewing process
5. Handling initial enquiries from buyers and renters
6. Viewing Feedback when required
7. File maintenance within software systems and property files
8. Assisting manning the office, including constant telephone monitoring, registering applicants for lettings and sales, and arranging viewing appointments and market appraisals with clients for lettings and sales
9. Register applicants and match them with suitable properties.
10. Strive to meet set targets within the department
11. Maximise daily business opportunities
12. Maintain effective systems and procedures and ensure continuity of quality, presentation and style
13. Ensure a concern for excellence is evident in all materials/documentation produced and all other supported activities

### 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.



# MONKS

- 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:**.....

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