

## **Residential Lettings Agent**

### *Job Description*

- Working closely within the team and with the Company Director to increase the business
- Liaising with tenants, identifying their needs and arranging property viewings
- Conducting viewings, obtaining feedback and updating the landlord (Property Management Portfolio)
- Negotiating offers and agreeing new tenancies
- Interact and discuss objectives and day to day work of your team
- Identifying opportunities to generate new business (instructions)
- Offering an efficient, proactive and high level of customer service to the clients
- To create invoices for fees and disbursements
- Keep a handle on all invoices/accounts/chasing completion monies
- Actively working to increase the number of managed properties on the portfolio
- Assisting with queries, tenancy issues and enquiries coming into the business
- Monitor and improve the quality and quantity of incoming tenant leads
- Coach and improve existing and new lettings employees
- Be aware of competitor performance and activity
- Oversee and contribute to any marketing ideas/campaigns
- Ensure staff are updating all details on the website/window display with current properties and any new instructions must be advertised promptly and effectively
- Promote additional services to existing clients and customers
- Liaise with Sales Manager regarding marketing, advertising and touting to optimise both lettings and sales
- Marketing and website maintenance through property pilot
- Letting application references, joint and several tenancies and preparation of AST agreements

Salary £26000.00 per annum plus 2.5% commissions on fees raised.

3-4 years letting experience preferred.