

Job Description

Job Title:	Saturday Assistant	Job Category:	WKSALCON-2022
Department/Group:	Lettings/Management/Sales	Grade:	
Location:	Amersham Branch	Travel Required:	Yes (with full UK Driver's Licence)
Level/Salary Range:	Competitive	Position Type:	Permanent Weekend Hours
HR Contact:	Simone Binks	Date posted:	06 May 2022
Applications Accepted By:			
E-mail: careers@binksweb.com Subject Line: Recruitment – Saturday Assistant - Amersham		Mail: Binks Estate Agents Wyatts House Rickmansworth Road CHORLEYWOOD Herts WD3 5SE	
The Company			
<p>Binks (Sales & Lettings) Limited is a multi-award-winning Company dealing with the Sales, Lettings & Management of residential homes. The Company has been responsible for unparalleled success dealing with high-quality homes in the Buckinghamshire, Hertfordshire and Middlesex areas since 1994.</p>			
The Role			
<p>There is currently a vacancy in our pleasant Amersham Office for a Saturday Assistant to join our long-established and successful team. Working in unison with the Directors and the Lettings/Property Management/Sales team in the Amersham Office and in conjunction with the Chorleywood Office. Working hours are Saturdays 9.00 am – 4.00 pm with four Saturdays' holiday per annum. Main responsibilities include assisting the teams, driving to and from viewing appointments with your car, meeting and greeting visitors at the office, answering telephone calls and applicant registration, dealing with queries from Landlords and tenants. First impressions are fundamental in this role, so we are looking for a self-motivated, well-presented, reliable, trustworthy and confident individual with excellent interpersonal skills. Confidence using computers would also be required. Previous experience and the flexibility to be able to offer occasional holiday cover during week days would be an advantage.</p>			
The Key Responsibilities			
<p>Good communication skills are required when dealing with day-to-day enquiries from applicants and landlords. The candidate should have good computer skills including the ability to handle the Company's management package. The key features of the job are to:</p> <ul style="list-style-type: none"> • Keep up to date with trends in the local residential property market. • Ensure meet and greet procedure followed as per Company Policies. • Be a point of contact for ongoing client care. • Liaise with customers and clients in a professional, polite and respectful manner. • Effectively market and promote properties for Lettings and Sales. • Handle daily enquiries both via calls and visits. • Carry out viewings with prospective purchasers. • Maintain records on the computer systems keeping in touch with applicants and archiving where necessary. • Always follow Health and Safety procedures. 			

The successful candidate will be expected to:

- Comply with all current legislation affecting the business.
- Be a good team worker – working and supporting our other branch in Chorleywood, as required.
- Ensure all management systems are kept up to date and maintained.
- Respond to incoming emails.
- Answer the phone.
- Ensure all appointments are added to our computer systems (VECO) and Outlook.
- Provide excellent customer service at all time.

Saturday 9.00 am – 4.00 pm.

In addition to the tasks described above, the job holder may be required to carry out other duties as may reasonably be required from time to time.

Skills, Knowledge, Attributes and Experience

First impressions are fundamental in this role, so we are looking for a self-motivated, well presented, reliable, trustworthy and confident individual with excellent interpersonal skills. Previous experience although an advantage is not essential.

- Have excellent IT skills, including Excel, Power Point, Word, etc.
- Have a flexible approach to work.
- Have an ability to multi-task and prioritise effectively.
- Be adaptable and be a good team player.
- To have a strong work and service ethic.
- Have excellent written and communication skills.
- The ability to work effectively in a busy environment as part of a team.
- Have strong organisational skills.
- Have meticulous attention to detail.
- Confident in dealing with people.
- Have excellent telephone manner.
- Have the desire to exceed clients’ and customers’ expectations.
- Have a ‘can do’ attitude and adopt a proactive approach.
- Full Driving Licence.
- At all times, represent the brand image and support the core values/attributes of the organisation.

Qualifications and Education Requirements

Excellent communication, both verbal and written skills are essential for this role as there will be an expectation to build strong working relationships with clients and other staff. The ideal candidate will be a driven, enthusiastic, quick thinker who copes well under pressure.

Reviewed By:	SJB	Date:	07-05-2022
Originator:	MO	Date:	06-05-2022