

## **SALES ADMINISTRATOR / MARKETING / CUSTOMER CARE**

**Reporting to:** Regional Managing Director

**Purpose:** To provide administrative support to the Sales Department/Marketing/Customer Care

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### **Achieving Results**

- Co-ordination of reports to achieve set deadlines
- Provision of administrative support to enable the sales department to achieve targets

### **Managing the Process**

- Provide reports on a daily, weekly and monthly basis
- Update, produce and despatch development availability literature
- Update and input data onto the COINS system
- Maintain systems and administrative processes
- Co-ordinate the provision of Sales Advisors business wear
- Code and record sales department invoices in preparation for sales managers authorisation
- Maintain / update Lovell websites and other external sites in the absence of the Sales Co-ordinator
- Respond to, and deal with legal correspondence and queries on plot sales, including contracts, transfers, leases and serving notices
- All forms of marketing
- Provide completion statements for completions
- Prepare sales releases for the Sales Manager
- Carry out clerical/administrative duties such as:
  - Filing
  - Typing
  - Maintaining records & files
- Health and Safety - All employees have a statutory duty to look after their own safety and to give due consideration for the safety of others. Employees also have specific responsibilities as set out in the Company Health and Safety Policy.
- Equality & Diversity - All employees must comply with the Company Equality and Diversity Policy, ensuring that at all times behaviour is fair and non-discriminatory.

### **Serving the Customer (Internal and External)**

- Liaise with solicitors and external companies
- Liaise with, and provide a contact for sales offices on a daily basis

### **Delivering Quality**

- Answer and deal with all customer enquiries (verbal, email or website) where required, and in a professional and proactive manner
- Comply with the 'Sales Process' as required by LIBMS
- Assist with Customer Care

<b>Technical Skills and Knowledge</b>
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	Basic	Intermediate	Advanced
Administrative Skills			
Organisational skills			
COINS Sales workbench			
Knowledge of Sales Process			
Knowledge of Legal Sales proceedings			
Interpersonal Skills			
Microsoft Word			
Microsoft Excel			
Microsoft PowerPoint			
Microsoft Outlook			
Able to work using own initiative			
Communication Skills			
Professional Telephone Manner			