

POSITION DESCRIPTION

Position Title	Sales Assistant	Date	October 2020
Discipline	Googong Township Realty	Reports to	State Sales Manager
Document Prepared by	Human Resources	Review by	State Sales Manager
Current Team Member		New or Existing Role	Existing

PURPOSE OF POSITION

Providing existing residents, builders and potential purchasers with project information in conjunction with Sales Representative. To provide the best level of customer service to all new & existing purchasers and to provide general administration support as required.

Also responsible for the smooth and efficient operation of the Sales Office, as well as general sales assistance. Hours of work for this role will vary according to the operational requirements of the role and will include 2 days' work on weekends and 3 days' work between Monday and Friday.

POSITION DESCRIPTION

Customer Service

- Provide the initial meet and greet to all potential & existing purchasers to the project and offer beverages
- Provide potential & existing purchasers with information on the project and local services & amenities
- Collect details of all potential purchasers for database registration
- Assist with new and existing enquiries and refer any pricing, sales and contract related queries to Sales Representative
- Field telephone calls and book appointments

Appearance of Sales and Information Floor

- Responsible for the presentation of sales office daily by ensuring the office is neat and tidy, attend to any cleaning duties on days when the cleaners are not expected, ensure bins are empty at the start of each day, arrangement of fresh flowers
- Ensure brochures, price lists and sold stickers are current and well stocked
- Ensure the House & Land area is tidy and organised
- Collate project packs and brochures
- Erect, collect and maintain portable/ A-Frame signage
- Ensure contract signing areas are clean and presentable

Sales Representative Support

- Assist Sales Representative in monitoring and collating information on competitor's estates
- Assist in liaising with and providing Builders with any assistance required

- Assist Sales Representative in producing weekly sales and traffic reports
- Visitor and buyer profiles completed and actioned

Other Duties

- Maintain a high professional standard at all times
- Ensure a sound knowledge of the estate is maintained and be enthusiastic and active in promotion of Peet, the estate and incentives.
- Adhere to company procedures, legislative and compliance requirements at all times
- Follow up clients from time to time as directed by the Sales Representative
- Office filing and general administration duties
- Ensure stationery and grocery items are in stock

RELATIONSHIPS

Internal

State Sales Manager
 State Manager - ACT
 Development Team
 Marketing Team
 Sales Representatives
 Internal Sales Team
 Customer Relations Team

External

Clients & Project Visitors
 Builders
 Land Owners

SKILLS REQUIRED

Essential Skills

- Excellent people and communication skills
- Local area knowledge
- Previous customer service experience
- Intermediate Microsoft Office skills
- Data Base knowledge
- Flexible with location and travel as required to assist with other offices

Desirable Skills

- Knowledge of property industry
- Agents Representative Certificate

KEY CORPORATE REQUIREMENTS

- Consistent commitment to uphold and respect the trust placed in Peet by our investors through acting with integrity & initiative

- Demonstrate a visible commitment to Health, Safety & Environment objectives of Peet and the greater community by being a responsible property developer
- Develop and maintain effective and harmonious working relationships to ensure maximum productivity and quality
- Employee Relations and Equal Employment Opportunity
- To observe and support the values of Peet of Integrity, Respect, Teamwork, Adaptability, Accountability and Customer Service.