

Howkins & Harrison

Job Description

Job Title:	Administrator / Negotiator
Reports to:	Residential Sales & Lettings Managers
Site:	Residential Sales & Lettings, Atherstone Office

Overall purpose of job:

To support department ensuring an excellent service is provided to clients and customers.

Main Administration Duties

Residential

- Typing property particulars including inserting photographs
- Audio/Copy Typing of correspondence
- In the Absence of the Residential Secretary managing diaries of line managers and negotiators
- Franking and posting outgoing mail
- Maintaining filing systems

Lettings

- Deal with applications from tenants
- Carry out credit checks and references to ensure suitability
- Put together an inventory for the property
- Prepare tenancy documentation
- Invoice for fees, rent and deposit
- Arrange gas and electrical checks
- Arrange renewals of tenancies
- Liase with the accounts department regarding payment of fees, rent etc
- Post onto accounts system contractor invoices
- Deal with landlord statements (filing and sending out to landlords)

Main Negotiator Duties

Residential / Lettings

- Handle enquiries from the general public either by phone or customer facing:
 - Register applicants & provide details of suitable properties for sale
 - Take photos
- General:
 - Match people to properties
 - Phone to encourage to view
 - Provide vendor check – an update and reasons why property no moving
 - Chase sales – purchasers, vendors, solicitors
- Manage maintenance of properties:
 - Liase between landlords, tenants and contractors to ensure maintenance work is completed satisfactorily

Person Specification

Criteria	Essential	Desirable
Qualifications		
RSA or equivalent in Typewriting	✓	
Audio Typewriting		✓
Skills/abilities (such as oral or written, manual dexterity etc)		
Good level of spoken and written English	✓	
Good working knowledge of Microsoft Word	✓	
Good working knowledge of Microsoft Excel & Access		✓
Ability to manage several tasks/projects at the same time	✓	
Ability to prioritise and work on own initiative	✓	
Excellent oral and written communication		✓
Sense of Humour		✓
Experience		
Residential Sales / Lettings Department		
Several years working in busy office environment		✓