

your ocean

Sales Move Manager
Job description
& responsibilities

the place for...
estate agents
property lawyers
financial services
lettings & management
land & new homes
wills & probate
surveyors
you.

the place for realising your potential

Ocean job description

Sales Move Manager

Provide excellent customer service and negotiation skills assisting with all aspects of our seller's sale progression. Monitor progress and offer advice and assistance to buyers to ensure readiness for exchange of contracts.

Support all marketing activities and refer all Ocean sister companies and meet all goals and objectives agreed with line manager.

Key relationships

Reports to:

Manager, Assistant Manager.

Works with:

Team members and other sister companies for referrals.

Primary responsibilities:

Sales progression

- Confirm seller and buyer solicitor details via sales negotiators
- Confirm chain details via sales negotiators
- Produce and distribute all sales letters
- Ensure seller remains fully informed of buyers/chain developments
- Assist buyers with enquiries
- Advise all parties of required time-frames, assist buyer in their readiness to exchange contracts
- Report all appropriate survey results to seller
- Assist in obtaining specialist reports as required
- Maintain accurate file notes on all activities and developments throughout sale
- Advise all parties of exchange in writing and send out customer service questionnaire
- Arrange access for the buyer on the day of completion
- Create completion pack
- Provide best advice regarding delayed sales and chains. Re-market property on seller request.

Negotiating sales & handling offers

- Receive, record and present revised offers. Re-negotiate offers on seller's instruction
- Provide best advice on all offers to seller
- Inform line manager of all progress/problems on a timely basis.

Completion control

- Complete and maintain accurate completion control
- Accurately plan and predict exchange incomes. Report to line manager on request.

Marketing properties for sale

- Ensure effective use of all marketing methods available to promote properties to all potential buyers
- Arrange viewing appointments
- Following up all viewings with buyers, produce file notes
- Conduct seller feedback ensuring policy adherence
- Complete new instructions ensuring policy adherence
- Adherence to all CMA due diligence/Money Laundering compliance
- Help with office cover as required.

Additional responsibilities

Office reception

- Assist and support office organisation/ opening for business policy adherence
- Assist with office reception
- Register buyers
- Match properties, provide property information
- Refer all Ocean services
- Promote all Ocean marketing activities
- Advise of Ocean extended customer services e.g. Relocation Network
- Adherence to all health and safety/ security policies.

Skills required

- Customer focused. Ability to provide high level of customer service in a sales driven environment
- Effective time management
- Excellent organisational skills
- Excellent communication skills
- Ability to use initiative to ensure productivity
- Ability to motivate self and contribute to a team
- Problem solving skills
- Delegation, follow up and feedback skills
- IT literate.

Online & telephone business

- Assist with booking of all appointment types
- Assist with enquiries
- Register buyers
- Refer Ocean services
- Maintain Ocean telephone and e-business policy
- Assume responsibility as directed by line manager to provide team and individual training, motivation and support.