

Gordon Franks Training

<https://gordonfrankstraining.co.uk/apprenticeship-vacancies/ba00158/>

Lettings Administrator

Company

Empire Lettings & Property Management

Description

Fantastic new career opportunity, to work as an Apprentice Lettings Administrator for Empire Lettings & Property Management based in Birmingham (B1). This is an excellent opportunity to gain an Business Administration Level 3. Full training provided.

Responsibilities

Duties include:

- Responding to all viewing enquiries via online marketing portals
- Booking all viewings via online marketing portals or over the phone
- Managing the company viewers calendar for supporting viewing across different areas
- Process viewing appointments and enter feedback onto software
- Ensure all marketing portals are up to date for vacant properties
- Ensuring that all marketing portals are up to date with latest photos
- Ensuring Empire's internal stock list is up to date and distributed internally twice per week
- Call back all supporting Zoopla Leads for viewings
- Enter applications onto referencing software
- Maintain supporting late rent list and maintenance lists daily
- Issue pre court action letters to late rent tenants
- New landlord management contracts and supporting marketing material
- Answer all incoming communications (internal and external)
- Deal with customer enquiries effectively (see service charter)
- liaise with Company Viewer for calling potential – prospect list for pending deals
- Ensure focus on own development
- Escalate queries outside of own authority level
- Attention to all maintenance, H&S issues or hazards are logged within Arthur
- Ensure that contractors sign out keys via the supporting process
- Ensure that supporting paperwork is ready for people checking in at the office
- Ensure that supporting paperwork is ready for people checking out at the office
- Ensure that Spectre automated letters are sent out every day
- Ensure all filing is up to date
- Clear down info email box daily, organise and forward on sales leads or urgent emails
- Any other office duties deemed necessary and agreed with Branch/Area Manager

Requirements

Desired skills:

- Ability to deliver excellent customer service
- Developed time management skills to ensure effective management of

Qualification

Business Administration level 3

Duration of employment

15 Months

Industry

Estate agents

Job Location

Birmingham

Working Hours

37.5 hours per week

Base Salary

£ 3.90 per hour

Reference Code

BA00158

Date posted

October 30, 2019

- own resources
- Determination to secure new business with focused action
- Negotiation skills to achieve the best outcome for the business and the customer
- Conflict resolution within own levels of authority

Personal qualities:

- Confident
- Committed
- Positive attitude in all situations
- Ability to work under own initiative and as part of a team

Desired qualifications:

- Age 16-18: maths and English at GCSE or Functional Skills or equivalents (grades will be discussed at interview)
- Age 19+: must have Maths and English GCSE grade 9 to 3 (A to D) or Functional Skills Level 1-2 or equivalents

Things to consider

Please do not contact this employer. You must be eligible for the apprenticeship first with the training provider Gordon Franks Training, who will conduct the first interview (apply via the link as specified). Once successful, your details will then be forwarded to the employer, for you to be considered for this vacancy (we have lots of other vacancies too!)

Please research the employer and Gordon Franks Training

Contacts

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