

# your ocean

Sales Negotiator  
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 Negotiator

Focused on creating business, generating viewings and market appraisals. Negotiating offers to tie sales and offering all sister company services. Meet all goals and objectives agreed with line manager.

### Key relationships

#### Reports to:

Manager, Assistant Manager in the absence of the Manager.

#### Works with:

Team members and other sister companies for referrals.

### Primary responsibilities:

#### Office reception

- Assist and support office organisation/opening for business policy adherence
- Assist with office reception/provide office cover
- Register buyers
- Match properties, provide property information
- Refer/advise all customers of Ocean services and extended customer services
- Adherence to all health and safety/security policies.

### Online & telephone business

- Assist with booking of all appointment types
- Register applicants
- Refer Ocean services
- Maintain Ocean telephone and e-business policy.

### Marketing properties for sale

- Ensure effective use of all marketing methods available to promote properties to all potential buyers
- Arrange viewing appointments
- Attending viewings
- Follow up all viewings with buyers, produce file notes/case history
- Conduct seller feedback ensuring policy adherence
- Complete new instructions ensuring policy adherence
- Adherence to all PMA due diligence/Money Laundering responsibilities.

### Negotiating sales & handling offers

- Receive, record and present offers. Negotiate offers on seller's instruction
- Provide best informed advice on all offers to seller
- Obtain chain, solicitors details and financial status of buyers
- Inform Manager of all progress problems on a timely basis
- Confirm all offers in writing.

### Assist in sales progression

(In the absence of/in support of the Move Managers)

- Ensure seller remains fully informed of buyers/chain developments
- Assist buyer with enquiries ensuring their readiness to exchange contracts
- Assist in obtaining specialist reports as required
- Maintain accurate file notes on all activities and developments throughout. Brief line manager of progress
- Advise all parties of exchange
- Arranging access for the buyer on the day of completion. Ensure completion pack is produced
- Action re-marketing of the property promptly if a sale falls through.

### Skills required

- Customer focused. Ability to offer high level of customer service in a sales driven environment
- Effective time management and organisational skills
- Excellent communication skills
- Ability to use initiative to ensure productivity and sales generation
- Ability to motivate self and contribute to a team
- IT literate.

## Help & advice

If you have any questions regarding your job description or anything to do with working for Ocean, please don't hesitate to contact your line manager or Director who will be happy to help.