



## Jersey Development Company

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### Position Description

**Position Title:** Residential Sales & Marketing Administrator  
**Reports to:** Residential Sales & Marketing Manager  
**Organisation:** Jersey Development Company

#### **Purpose of the Position**

To provide excellent administrative and customer support to the Sales & Marketing Manager, based at the Company's Residential Sales Suite. To liaise with all levels of current and prospective clients regarding JDC's developments. To manage enquires in an effective manner and maintain an efficient office environment. To be an ambassador for JDC along with a flexible and adaptable approach, a clear eye for detail and an ability to be self-motivated.

#### **Main Job Tasks and Responsibilities, full guidance / training will be provided: -**

##### **External communications**

1. To be based at the Residential Marketing Suite; to be presentable, punctual, and pleasant to all current, prospective and existing clients and communicate correct information relating to their enquiry.
2. Answering phone calls, and direct calls in a professional manner. To correctly take client's details and email the client the relevant details regarding the nature of their enquiry. To book in appointments & send out confirmation email following appointment booking. Follow up as necessary.
3. Excellent written communication, to include the preparation of the, Memorandum of Sales and letters / emails to clients that are both accurate, clear and concise. Save electronically in the appropriate directory.
4. Drafting client communications during the build programme to update them on progress.
5. To be fully conversant with all of JDC's developments to hold interactive conversations with clients on the telephone or in person. In the absence of the Sales & Marketing Manager conduct sales presentations and relay the sales procedure.
6. Notify clients when funds are received and chase missing funds.
7. Understand the completion process to enable you to liaise with mortgage providers and surveyors prior to completion. Communicate with clients to ensure they understand the completion process.



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8. Booking in clients to choose the colour choices for their kitchens and showing examples of bathroom tiles. Choosing the colours on the existing stock if not sold before the cut off dates. Ensuring the clients' choices are saved and correctly passed on to the construction team.

### **Administration**

9. Full understanding of the database system (training will be provided) to efficiently manage 'mail chimp' email merge from the data base to clients and current leads. Remove or add properties to the database, change images upload creative content which is linked to the development website.
10. Assist with the preparation of monthly sales statistic/reports.
11. Track sales once initial reservations are taken; track the initial funds are received and communicate with the client to ensure contracts are exchanged in an efficient manner. Track cancellations, liaise with lawyers and process refunds and legal fees.
12. To update various spread sheets including but not limited to: - Sales, handover, colour choices, parking allocation, cancellations etc
13. Manage the advertising budget and invoicing process; raise Purchase Orders, log invoices and obtain necessary sign offs. Process expenses / invoices for authorisation and submit to accounts team with supporting evidence in time for the payment run cut-off date.
14. Research advertising opportunities. Negotiate pricing according to the budget, create advertising briefs, writing content, proof reading adverts and sign off along with the Sales & Marketing Manager
15. Ensure the smooth operation of the marketing suite, all cupboards, drawers are clean and stocked up with stationery, correct floor plans, price lists. Brochures and any relevant marketing material is accessible and displayed.
16. Keep all area's clean and tidy (including washing up as appropriate during the day but recognising that a cleaning company services the office regularly)
17. Book Customer Care inspections
18. Manage the petty cash and create the monthly petty cash report for accounts team
19. Updating of websites.



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20. Preparation of all keys for each apartment – tagging keys up in accordance to the keys that are required to be handed over, generating key sign off sheets for each apartment.

21. Collating information for the creation of the handover manuals

### **Experience**

- Previous administration experience is essential including the use of MS Office, in particular spreadsheets
- Previous retail experience / dealing with customers / clients

### **Key Competencies**

- Excellent level of customer service
- Self-motivated and proactive attitude
- Personable and a team player
- Excellent verbal and written communication skills
- Excellent numeracy and literacy skills
- Work management and prioritisation skills
- The ability to pick up new skills/tools quickly.
- Attention to detail
- Flexibility
- Reliability
- Discretion

### **Hours required to work**

35 Hour week on a rotation

- Sunday off
- One Sat off per month / when off on a Saturday a full working week is required
- One full working day off per week when working a Saturday
- Full week and Saturdays required if Bank Holidays fall during that week
- 09.00 – 17.30 Mon/Tue/Thurs/Fri – 1 hour for lunch
- Wed – Off
- Sat - (4 hours) – morning starting between 9 / 10 am