

Sales Admin Assistant

Salary: Depending on Experience

Monday to Friday 10am-6pm

Saturday 11am-5pm with 1 day off in lieu during the week

Full time fully office-based only

Job description:

We are one of London's leading providers of co-living accommodation helping thousands of Londoners find high quality, great-value homes across the city. We are now seeking a motivated Administrator to provide ongoing support to our energetic sales team.

Key Responsibilities

- Register and manage new enquiries received through multiple communication channels.
- Maintain marketing content across the company website and all lettings' platforms.
- Accurately record and process new customer data; updating current renewing customer data.
- Maintain systems with new client and renewing client details, as per other department needs.
- Support customers in completing and submitting referencing documentation.
- Assist with the collection, management, and analysis of key sales performance data.
- Support the sales team in managing and maintaining property inventory
- Issue renewal invitations to tenants in accordance with company contract expiry timeframes.
- Proactively follow up with tenants throughout the renewal period, increasing communication frequency as contract end dates approach.
- Negotiate rental terms and contract durations with tenants in line with company policies and application criteria.
- Tenant renewal increase finance checks to ensure tenant still meet required conditions.
- Check historic and current payment behaviour to ascertain if they are good renewal candidates.
- Respond to any tenant complaints informing relevant departments.
- Prepare and process renewal agreement documentation.

About You

- Customer-focused and take pride in delivering a consistently high standard.
- Professional, well-organised, committed to upholding company values and standards.
- Possess excellent written and verbal communication skills in English.
- Work effectively, multi task, good at self-management and organisation.

Qualifications & Skills

- Previous experience in sales support and/or administration.
- Proficient in Microsoft Office, Teams, calculations, and particularly Excel.
- Experience with CRM systems and sales tracking tools.
- Strong verbal and written communication skills in English.
- Accuracy is a must, with strong attention to detail.

What do we offer you!?

- Fresh fruit each day.
- 1 day off on your birthday and 1 wellness day off per annum.
- Regular eye tests, employee discount benefits scheme.
- Additional holiday and SSP top up accrued with length of service
- Summer and Winter annual party, other company events.