



## **JOB PROFILE**

**Job Title:** Lettings/Property Management Account Manager

**Department:** Account Management

**Location:** Swansea

**Salary:** Starting salary of £16,250 per annum full time

### **Main Purpose of the Role**

To manage and provide support to customers of our brand new Property Management software solution. To efficiently resolve problems and queries in a professional and empathetic manner. To work as part of a team and with other departments to contribute to the future development of the product.

### **Key Tasks and Responsibilities**

- To be the primary point of contact for our Property Management customer base and be the expert user of the product.
- To manage new clients through the on-boarding process, liaising with the client regularly and working with our data migration team
- To communicate with customers of the Property Management Product effectively, empathetically, courteously, and in a timely manner, in relation to specific queries and issues.
- To stay in touch with clients, establishing and pro-actively retaining a strong client relationship
- To maintain effectiveness on the phone throughout the day, consulting, analysing and problem solving with our customers while simultaneously using the computer systems.
- To ensure that your knowledge of procedures, internal systems and product, compliance, legalisation and contracts is developed and maintained at a high standard.
- To use the tools provided by the Company to provide a high quality service to each customer, adapting the information provided to provide the best solution for each customer.
- To communicate with other departments to find an answer to a customer query, whilst retaining ownership of the issue, and to contribute to the development of the product.
- To make follow up out-bound calls to customers (e.g after researching a complex query or to confirm that an issue has been resolved) and being prepared to visit clients if the need arises
- To ensure an accurate and detailed record of the customer interaction is annotated within the account.
- To identify and highlight additional recommended training, ancillary and other opportunities for clients alongside complaint handling
- To take part in regular coaching, training sessions and 1:1 development meetings to develop and maintain own performance.



- To take an active part in team activities, for example, attending weekly meetings, sharing knowledge and working towards team targets
- To take part in one-off projects.
- To adhere to health and safety policies and quality management processes.



## PERSON SPECIFICATION

<b>Job Title:</b>	Lettings/ Property Management Account Manager
<b>Department:</b>	Account Management

Criteria required for the role.	Essential	Desirable
<b>Educational Qualifications</b>	GNVQ/NVQ Level 2 qualification or equivalent; or 4 GCSE/O Level passes A-C equivalent including English or Maths.  OR: at least one year+ experience	ARLA, NAEA or other recognised industry qualifications
<b>Experience</b>	Significant and demonstrable experience of dealing with the day to day administration duties associated with the lettings/ property management process.	Demonstrable experience of processing accounts with the property management/lettings industry (e.g. rent demands, rent arrears, maintenance bills)
<b>Technical Skills</b>	Highly IT literate and confident in learning new IT packages	Understanding of technical and lettings/property management jargon
<b>Skills and attributes</b>	Highly empathetic and effective communicator  Excellent organisational skills and ability to manage own workload  Commercial acumen and a belief in customer service excellence  Analytical and problem solving skills  Works well as part of a team  Ability to develop effective relationships with customers and colleagues to enhance performance and build trust.	