

Receptionist/Administrator

Salary 18-22K depending on experience

At Northwood Reading we are passionate about offering an exceptionally high standard of customer service and peace of mind to our customers. We are seeking an enthusiastic and self-motivated Receptionist/Administrator to join our growing team.

The successful candidate will have some administrative experience, will be friendly and well presented with the ability to relate well to people, and be able to handle initial enquiries when talking with customers either on the phone or face to face.

Due to the nature of this role you will need to be able to drive and have your own car.

Principle Responsibilities

Whilst providing the highest standard of service to all our clients and ensuring a positive perception of the company and its services, the key activities of this role are:

- Being part of the office-based team, answering general enquiries on the phone and welcoming potential clients to the office in a friendly and proactive way
- Responding to email enquiries and booking viewings for buyers and tenants
- Referring calls to the sales or lettings teams as appropriate, and taking messages when required
- Maintaining up-to-date knowledge of all properties being marketed to maximise lettings and sales opportunities
- Providing property details to potential tenants and buyers, and ensuring properties are matched as closely as possible to their established needs
- Participating in business development marketing initiatives to take advantage of local business opportunities as directed by the branch Manager
- Conducting viewings
- Conducting routine property visits
- Carrying out allocated routine tasks promptly and efficiently
- Scanning and filing check-in, check-out and other documentation, archiving where required, and maintaining a filing system for general documentation and invoices
- Maintaining stationary and office supplies
- To carry out reasonable duties as directed by line management

Key skills required:

- Reliable and honest with good communication skills
- Ability to listen and respond appropriately
- Good telephone manner
- Well-presented and dressed smartly at all times
- Tenacious and self-motivated
- Ability to develop good relationships with clients
- Well-organised, punctual, thorough and with good attention to detail
- Has a "can-do" approach and able to work at pace
- Able to take the initiative and work with little supervision

If you feel that you have skills that we are looking for please send your CV to our HR Consultant Amanda Fielding at amanda@ajhrsolutions.co.uk