

Job Title: Trainee Lettings Negotiator

Location: Jesmond, Newcastle upon Tyne, UK

Company Overview: We are a reputable estate agency based in Jesmond, Newcastle upon Tyne, dedicated to providing exceptional property services to clients in the local area. We specialise in sales, lettings, and property management, striving to offer a seamless and personalised experience to both property owners and tenants. We are a growing business and will have opportunities for career development and advancement within the company. We provide comprehensive training in a collaborative and supportive team environment.

Job Description: We are seeking a highly motivated and personable Lettings Negotiator to join our team. The ideal candidate will have excellent communication skills, a strong customer service orientation, and the ability to thrive in a fast-paced environment. As a Lettings Negotiator, you will play a key role in the lettings process, ensuring a positive experience for all clients.

Key Responsibilities:

- Greeting applicants and providing a welcoming first impression.
- Booking, confirming, and conducting property viewings.
- Providing feedback to landlords in a timely and professional manner.
- Advising tenants and landlords on local market trends and property values.
- Meeting and exceeding weekly personal and company targets.
- Delivering excellent customer service to all clients.
- Building and maintaining strong rapport with clients to foster long-term relationships.
- Managing diaries and scheduling appointments effectively.
- Arranging property valuations and coordinating with relevant parties.
- Updating property particulars and ensuring all listings are accurate and up-to-date.
- Demonstrating good time management skills to prioritise tasks and meet deadlines.
- Maintaining a confident and professional telephone manner.
- Working efficiently in a fast-paced and busy environment.

Requirements:

- Previous experience in lettings, is preferred but not necessary.
- Excellent communication skills, both verbal and written, with a professional and friendly demeanour.
- Strong organisational abilities and attention to detail, with the ability to prioritise tasks effectively.
- Ability to work under pressure and meet targets and deadlines.
- Proficiency in using property management software and Microsoft Office Suite.
- A proactive and positive attitude with a commitment to providing excellent customer service.
- A valid driver's license and access to a vehicle.