

Job Description

Job Title	Part Time Viewing Host
Reports To	Office Manager / PA to MD
Company	Weardale Property Agency Ltd. The company is an Estate Agency providing sales and lettings services in Weardale and surrounding areas. Delivering the best possible customer service is the company's number one priority.
Role Summary	The role involves hosting property viewings for sales and lettings applicants, providing informative, discreet and professional guided tours of each property, answering questions and providing feedback to property owners. There is a requirement to develop a strong knowledge base for each property in preparation for viewing appointments.
Location	Remote, throughout Weardale and surrounding areas
Hours of work	<ul style="list-style-type: none">• Zero hours contract• Flexible hours
Benefits	<ul style="list-style-type: none">• Paid hourly rate (£12/hr) plus mileage (£0.45/mile)• Pro rata holiday pay
Essential Behavioral Characteristics	<ul style="list-style-type: none">• Integrity• Commitment• Discretion• Listening to and understanding client requirements• Openness to continual learning• Teamwork
Essential Competencies	<ul style="list-style-type: none">• Excellent interpersonal and customer service skills• Excellent written and verbal communication skills• Detail focused• Full and valid UK Driving Licence• Access to own vehicle• Proficient with smart phone and computer-based applications
Minimum Experience Required	<ul style="list-style-type: none">• Experience in delivering outstanding customer service• Excellent knowledge of the Weardale area
Responsibilities	<ul style="list-style-type: none">• Develop knowledge of each property ahead of all viewings (via support and information provided by colleagues)• Meet and greet applicants at prebooked viewing appointments• Provide informative, discreet and professional guided tours of the relevant properties• Adhere to any specific requirements of the property owner and politely ensure viewers also adhere to these requirements• Gather and record initial feedback from viewers and provide feedback to colleagues and owners• Answer any questions fielded by viewers and ensure to follow up promptly with responses to any questions that can't be answered during the appointment• Maintain property security at all times during property visits, before, during and after appointments.• Adhere to all company policies at all times• Conduct lettings property inspections where required and in line with relevant company procedures
Employee Due Diligence	<ul style="list-style-type: none">• The successful applicant will be subject to enhanced due diligence checks• The successful applicant will be required to obtain a DBS check (Disclosure and Barring Service)
Contract Term	<ul style="list-style-type: none">• The successful applicant will receive a zero hours contract
Applications	<ul style="list-style-type: none">• Applications to be submitted in the form of a CV and by email to hello@weardaleproperty.co.uk• Open for applications until 17:00 on Friday 26th July 2024