

Sales Assistant - Job Description

Job Title: Sales Assistant

Revision Date: February 2020

Department: Operations

Reports to: General Manager

Who are we?

aparto is a student's home-away-from-home whilst they are studying. It's a place where they will be supported, encouraged and welcomed. University life will be like nothing they have ever experienced before, and this will probably be the first time they've lived away from home. Here they will find lifelong friends and they will have experiences that will shape the rest of their lives. From the first day to the last, aparto will be a resource, a base, a home, and a friend. Living and working at aparto enables people to discover their possibilities.

Our Values: Service, Belonging & Community

Role Profile

To provide sales, customer service and administrative support to the aparto team. This role would suit someone who is friendly, reliable and has great attention to detail. You will be a hardworking, determined and enthusiastic individual with a knack for communicating with students.

Main duties

- To manage all general student related queries including responding to letters and emails.
- To provide weekly performance related information for sharing with the management team.
- To ensure that the show flat is kept clean and tidy at all times in readiness for viewings.
- To make appointments and assist with viewings of the show flat to interested students.
- To participate in face to face marketing activities at student fairs or leafleting.
- To inspect flats, room and kitchens during our turnaround period.
- To be flexible on hours.
- To work occasional evenings or weekends for events and fairs.
- To work occasional weekends on a Rota basis during the busy months
- To assist with the summer turnaround period; including resident check outs & check ins.
- To prepare the documentation and arrival packs for all new residents.
- To answer all enquiries via telephone and email.
- To meet and greet customers and external visitors.
- To manage, improve and update the office information systems including contact databases and paper files.
- To carry out any ad hoc duties.

Our Values and Ideal Person Specifications:

The below underpins the service provided by aparto; our values. We have great people who put the customers first at every opportunity. They will always be encouraged to have fun whilst remaining dedicated to always improve our service.

Great people:

- Friendly and approachable
- Can do attitude to
- Able to communicate effectively with people at all levels (orally and in writing).
- Good problem solving skills / ability to use own initiative

Customers first:

- Responsive to all queries
- Influencing skills and a professional approach
- Student accommodation experience
- Customer service experience
- Basic CRB Disclosure

Have fun:

- Outgoing and happy member of a team
- Enthusiastic
- Willingness to get involved in social functions i.e Halloween, Christmas & Open Days etc.

Always improve:

- A desire to learn and to continually develop
- Willing to attend relevant training days/sessions
- Willing to seek feedback and review ways to do things better