

Sales Assistant - Job Description

Job Title: Sales Assistant

Department: Operations

Reports to: General Manager

Revision Date: November 2023

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

Ideal Candidate Profile

This role might suit someone who is friendly, reliable and has great attention to detail. This new and exciting opportunity is tailored towards someone who is looking to join an award winning student accommodation platform and work alongside a like-minded team.

Role Profile

To support our sales & leasing, provide best in class customer service and administrative support to the aparto team.

Main duties

- To manage all general student related queries and correspondence
- To provide weekly performance updates to the management team.
- To ensure that our Marketing Suite is kept up to date and ready for site tours.
- To make appointments and assist with viewings of the Marketing Suite
- To participate in face to face marketing activities such as student fairs, and experience programme.
- To inspect flats, room and kitchens during our turnaround period.
- To assist with the summer turnaround period; to include resident check outs and check ins.
- To prepare the documentation and welcome packs for all new residents.
- To represent as Ambassadors for Front-Of-House
- To manage, improve and update the office information systems

Our Values and Ideal Person Specifications:

We have great people who put the customer at the forefront of everything we do. The successful candidate will always be encouraged to have fun whilst remaining dedicated to improving aparto's service and offering.

Great people:

- Friendly and approachable
- Can do attitude
- 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 experiences

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 improve