

Job Title:	Trainee Sales Executive – Full Time
Business:	Taylor Wimpey Southern Counties
Location:	Devizes
Reports to:	Sales Manager
Direct Reports:	
Main Interfaces	

Overall Purpose
<p>Under the guidance of the Sales Executive to secure the sale of new homes and achieve contract exchanges and legal completions in line with company targets.</p> <p>To undertake all Customer Care requirements of the company in accordance with the Customer Journey best practice guidelines.</p> <p>To utilise sales tools, promotions and incentives in accordance with company procedures to maximise the selling price of properties.</p> <p>To assist the Sales Executive in managing all sales proceeding including weekly contact with customers to ensure contract exchange deadlines are achieved and that customers are kept fully informed throughout the home buying process.</p> <p>To assist the Sales Executive in maintaining accurate records of all visitors, sales, plot files and sales of optional extras and to communicate this information to third parties as required.</p> <p>To provide feedback and reports as required by management regarding visitors, sales and sales proceeding in the absence of the Sales Executive.</p> <p>To follow and adhere to the company procedures and standards of performance.</p>

Key Activities
<p>Market Research/Competitor Analysis</p> <ul style="list-style-type: none"> • Under the guidance of the Sales Executive to learn how to undertake all aspects of Market Research / Competitor Analysis.

Sales Process
<ul style="list-style-type: none"> • Make recommendation to Field Sales Manager in relation to advertising, and signage to ensure that visitor levels are at the required level. • Make contact with all potential customers who have registered an interest via web site, telephone calls and other methods. • Register all visitor details and submit to Sales Administrator.

- Pre-qualify customers in respect of affordability and individual needs.
- To promote the use by customers of company Easy Mover/ Part Exchange schemes approved mortgage brokers and solicitors in order to facilitate the achievement of contract exchange deadlines.
- To utilise sales tools, promotions and incentives in accordance with company procedures to maximise the selling price of properties.
- To present the product being sold, whether it be properties or optional extras, in a manner which maximises selling prices.

Sales Process (continued)

- To represent to customers the culture of the company and its standards in accordance with the operational framework best practice guidelines.
- Complete sales paperwork including reservation form, receipt form for deposit taken and all other paperwork, in accordance with the business unit procedures and the Customer Journey best practice guidelines and submit to Sales Administrator.
- To assist the Sales Executive in achieving reservations in line with targets set and company procedures.
- Issue customer with "At Hand" Manual.
- Complete all necessary sales paperwork in accordance with company policy.
- In the absence of the Sales Executive to attend meetings as required with Sales and Marketing Director and/or Field Sales Manager to review site progress.
- Maintain weekly customer contact to expedite the exchange of missives and to ensure that loan papers are in place.
- In the absence of the Sales Executive to undertake weekly meetings with the site manager regarding sales and production issues.
- In the absence of the Sales Executive to provide weekly feedback and reports as required by management regarding visitors, sales, sales proceeding and competitor activity.
- To ensure that company Health & Safety procedures are followed at all times with regard to customer access into construction areas of the development.

Customer Care / Operational Framework

- In the absence of the Sales Executive to carry out all procedures in relation to the provision of the "At Hand" and "At Home" manual.
- In the absence of the Sales Executive to carry out joint inspection of plot with the site manager to accept the house as build complete and specification is in accordance with the customer expectation and carry out options check.
- In the absence of the Sales Executive carry out familiarisation visit with the customer and site manager and issue customer with "At Home" manual.
- In the absence of the Sales Executive to release key to customer on confirmation that customer funds are cleared.
- In the absence of the Sales Executive to carry out customer visits in line with company procedure after 7 days and 28days to check on customer satisfaction and encourage the return of the customer satisfaction survey.
- To work at all times in accordance with the Operating Framework best practice guidelines.

Site Presentation

- Ensure that personal presentation is at all times in accordance with the company standards and that the correct uniform is worn at all times during working hours.
- Ensure that the sales area and show homes are kept clean and presented to the highest possible standard with weekly inspections as a minimum, advising production staff and the Field Sales Manager of any works required.
- Ensure all site signage and flags are kept clean and unobstructed.
- Ensure availability of a full supply of brochures, product marketing material and marketing material relating to company strategy at all times.
- Ensure unsold standing stock is presented to a high standard and “for sale” signs are displayed.
- Ensure that all First Aid certificates are current and displayed and that First Aid facilities are available in accordance with company standards.
- Ensure that all safety equipment, including PPE and fire extinguishers, is available for customers in accordance with the company standards.

Development

- To receive guidance from the Sales Executive and the Field Sales Manager to develop the skills and experience necessary to progress into the role of a full Sales Executive after completing a two year training period. Subject to a six months probationary period

Key Competencies

- Concern for standards.
- Customer focus.
- Listening.
- Negotiating
- Perseverance.
- Results orientated.
- Flexibility.

Key Experience

- Previous experience of dealing with the public.

If you wish to be considered for this role then please apply to laura.peckham@taylorwimpey.com by 12th March 2010.