

ROLE PROFILE

Sales Administrator	
Reporting to:	Sales Admin Manager
Role purpose:	
To facilitate the sale of holiday homes to new buyers	
Responsibilities	
<ul style="list-style-type: none"> • Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness • Work closely with other departments • Meeting and greeting new owners for welcome meetings • Prepare all sales paperwork • Process payments • Arrange caravan relocation, cleaning and set-up • Stock control • Buy-in paperwork • Owner liaison 	

<p>Progression in role:</p> <p>Entry</p> <ul style="list-style-type: none"> • Excellent spoken and written English: grammar, punctuation and spelling • Personable • Strong interpersonal skills • Good communicator who is strong-willed and resilient • Customer service experience • Able to work weekends • Computer literate • Attention to details 	<p>Training for role</p> <p>Company orientation and induction General health and safety Fire safety Selected S.E.T. modules GDPR – E-Learning Manual handling Risk assessments COSHH Opera and Saxon and Sales Force systems</p>
<p>Competent – three months</p> <ul style="list-style-type: none"> • Has extensive knowledge of the park and its services • Presents a positive and friendly welcome to owners at all times • Works as part of a team to create seamless service • Problem solves when there is a complaint or issue to resolve • Good interdepartmental communication • Comfortable with systems • Good understanding of policies and procedures • Very good working relationship with sales team 	<p>Diversity and Inclusion Anti-Money Laundering Selected S.E.T. modules Handling confrontation</p>

<p>Advancing</p> <ul style="list-style-type: none"> • Resourceful – finds out who/ what/ where information can be found to assist owners • Is able to assist challenging, confrontational owners • Takes full ownership and works with owners to resolve issues without resorting to involving manager most of the time • Puts self forward for further training and development 	<p>Selected S.E.T. modules</p>
<p>Excellence</p> <ul style="list-style-type: none"> • Actively trains and coaches new team members or existing colleagues learning new skills or acquiring knowledge • Suggests practical improvements to workings of department or service 	<p>Coaching and mentoring</p>
<p>Key measures</p> <p>Owner survey Complaint ratio Sales Manager/ Director feedback</p>	