

Sales Negotiator

A passion for property and a heart for great customer service?

Send your application in!

SDL Property Auctions

We are the UK's most successful live-streamed auctioneer, selling hundreds of properties every month in our National Property Auctions and daily Timed Auctions.

Chilwell & Home

At SDL Property Auctions we pride ourselves on being national auctioneers who provide a personal service, delighting our customers with great results every single month. We sell a wide range of residential and commercial properties for both private individuals and corporate clients ranging from investment properties, vacant houses, building plots, commercial and mixed-use buildings and more.

We are passionate about people and property, making sure our customer's experience is as great as can be. We want to do what it takes to make our customer's lives easier and better, regardless of who they are or their position. Our greatest asset is our people – and we know that by empowering them to make a difference, we can all become the best that we can be.

Your life as a Sale Negotiator

You will be the main point of contact for our buyers, sellers, and estate agents at the point of a property becoming live until the point of a sale being agreed. You will get a real kick out of great customer service and getting it right first time for your stakeholders on every interaction. You'll be driven to hit your targets ensuring tasks are managed efficiently and that the quality of service is excellent. You'll develop strong relationships with everyone you deal with as you go about your daily work.

You will be able to work as part of a team to resolve issues because you know we always keep our promises to our clients. You will be proactive, professional, organised and have an energetic can-do attitude.

What you'll do

- Manage properties from point of being listed to sale
- Support our buyers through the registration process to become bid ready
- Support/organise the process of arranging viewings
- Efficiently answer phone calls to ensure our customers receive a great customer service
- Keep in regular contact with buyers, sellers, and agents every step of the way until the point of getting the sale agreed
- Manage the expectations of buyers, sellers, and agents at all times
- Build effective working relationships with all internal and external stakeholders to allow you to effectively deal with queries received
- Actively promote the use of our legal pack and conveyancing providers to meet monthly targets
- Use your initiative to solve the problems preventing a sales lead from moving forward
- Identify ways of improving customer services and make recommendations to your line manager
- Work with the administration team to obtain particulars for properties in a 'pre-marketing' status.
- Be flexible within your role and support the valuers when needed.
- Identify sale opportunities

Who we're looking for

We're searching for a versatile people person who gets what great customer service looks like and has what it takes to deliver it, as well as:

- 12 months experience of working in the property sector and a customer service role
- 12 months experience in a Sales Negotiator role
- Excellent communication and organisational skills
- Proficient in Microsoft Office programmes, particularly Excel
- Good standard of numeracy and literacy skills
- Experience of multi-tasking in a fast-paced environment
- A keen eye for detail