

## **JOB DESCRIPTION**

### ***Conveyancing New Business Junior Sales Advisor – Private Client***

<b>Job Title:</b>	<i>Conveyancing New Business Sales Advisor</i>
<b>Location:</b>	Sheffield
<b>Reports to:</b>	New Business Supervisor/ Operations Manager
<b>Standard Hours of Work:</b>	35 hours per week (Working between the hours of 0800 and 1900 Monday - Saturday)

#### **1. JOB PURPOSE**

To be the first point of contact for anyone making enquiries regarding a new conveyancing matter. This involves completing all quotes within strict SLA's and contacting all clients via phone/ email to convert the lead. To complete follow up calls within strict timeframes. To open new files as and when necessary completing due diligence.

#### **2. SCOPE OF THE ROLE**

This role will be based in Sheffield reporting to the New Business Supervisor and ultimately the Operations Manager.

#### **3. PRINCIPAL ACCOUNTABILITIES/TASKS**

- To comply with all PM Law Ltd policies and procedures at all times
- To ensure all leads are logged on the system and all quotes completed within strict SLA's
- To complete all follow up calls within strict SLA's
- To advise and assist clients in relation to file opening
- Be the first point of contact for queries
- To provide the highest level of customer service to all clients and stakeholders at all times
- To deal with all aspects of file opening to include:
  - Organising leads
  - Calling clients
  - Taking payments
  - Carrying out due diligence
  - Chasing ID
- To deal with other matters that may arise in accordance with File Opening
- To deal with any other balances on account whether credit or debit and allocate/bill appropriately

- To work within the file opening policies as set out by PM Law Ltd
- To attend and contribute in team meetings
- To undertake such admin duties as the Team Leader and Head of Department may reasonably require from time to time

# **PERSON SPECIFICATION**

## ***Conveyancing New Business Sales Advisor – Private Client***

### **1 PERSON SPECIFICATION**

- Structured in your working methods and be able to prioritise work to tight deadlines
- Strong administration and numeracy skills
- Able to work using your own initiative
- Ability to work in a fast paced environment and meet targets/ deadlines.
- Excellent telephone manner and customer service skills

### **2 EXPERIENCE**

- Experience of telephone work in a sales environment
- Experience of working in a client care environment

### **3 TECHNICAL SKILLS/QUALIFICATIONS**

- Good standard of education essential (minimum of three GCSE's grade C or above to include English and Maths)
- Good standard of spoken and written English required.
- Competent use of MS Office required.
- Use of Case Management System