

JOB DESCRIPTION

Conveyancing New Business Sales Advisor – Private Client

Job Title:	<i>Conveyancing New Business Sales Advisor</i>
Location:	Sheffield
Reports to:	New Business Supervisor/ Operations Manager
Standard Hours of Work:	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

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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