

## POSITION DESCRIPTION – SALES CONSULTANT

BACKGROUND	
Position Title	Sales Consultant
Location	The Link - Community & Information Centre
Position Type	Full Time (38hrs per week)
Hours of work	Between 8:30am and 5:00pm, Friday to Tuesday
Reports to (Manager)	Head of Sales, Marketing & Communications
Reports to you	Nil
Date Reviewed	May 2024

This position is responsible for generating and managing sale for the Ginninderry Project ('Project').

QUALIFICATIONS & EXPERIENCE	
Qualifications	<ul style="list-style-type: none"><li>• CPP41419 – Certificate IV in Real Estate Practice</li><li>• Class 2 Real Estate Licence</li></ul>
Experience	<ul style="list-style-type: none"><li>• 5+ years' experience in the sale of residential property</li><li>• Experience selling master planned community developments is preferred</li></ul>

SKILLS & CAPABILITIES	
Technical	<ul style="list-style-type: none"><li>• An ability to work and effectively interact with a dynamic multi-disciplined team and capacity to accommodate and manage multi-disciplinary and stakeholder inputs.</li><li>• Highly developed interpersonal and negotiation skills.</li><li>• Excellent organisational and time management skills.</li><li>• Ability to work with minimal supervision.</li><li>• Basic Microsoft Excel, Word, PowerPoint &amp; Outlook skills</li><li>• Ability to operate CRM systems</li></ul>
Behavioural	<ul style="list-style-type: none"><li>• Confidence in own ability together with flexibility in approach to differing situations.</li><li>• Exceptional Customer Service and a willingness to take "the extra step" in regard to stakeholder service</li><li>• Adoption of highest level of ethical standards</li><li>• An ability to work under pressure and meet critical timeframes as required is essential.</li></ul>

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STAKEHOLDERS	
Internal	<ul style="list-style-type: none"> <li>• Project Director</li> <li>• Head of Sales, Marketing &amp; Communications</li> <li>• Sales Manager</li> <li>• All other team members</li> </ul>
External	<ul style="list-style-type: none"> <li>• Purchasers (Consumers, Builders and Investors)</li> <li>• Community Groups &amp; Stakeholders</li> </ul>

RESPONSIBILITIES AND DUTIES	
Sales	<ul style="list-style-type: none"> <li>• Proactively seek out and follow up assigned sales leads. Actively monitor the progress of the conveyancing 'pipeline' and liaise with purchasers and the legal representation of all parties to facilitate the timely sale and/or settlements of assigned leads/sales contacts in line with business targets</li> <li>• Implement strategies to minimise contract cancellations and settlement risk</li> <li>• Obtain customer insights and provide reporting back to the business to assist with strategic planning</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• Develop and maintain strong customer relationships</li> <li>• Ensure response times and call backs are conducted in a timely and professional manner</li> <li>• Handle enquiries in a way that leaves a comfortable relationship in place if a sale cannot be made in the short term</li> <li>• Adhere to professional standards for personal presentation including wearing of sales uniform as per the Realty Operations requirements</li> </ul>
Administration	<ul style="list-style-type: none"> <li>• Ensure sales processes and operations are undertaken in compliance with the Realty Operations Manual &amp; Ginninderry Project Procedures Manual</li> <li>• Maintain up to date records for 'individually' assigned sales leads/contacts in the client relationship database</li> </ul>
Marketing and Networking	<ul style="list-style-type: none"> <li>• Support and be actively involved in promotional activity.</li> <li>• Build a strong referral network and maintain ongoing relationships with customers to promote work of mouth and referrals.</li> <li>• Maintain a strong focus on sales office and site presentation</li> </ul>
Team approach	<ul style="list-style-type: none"> <li>• Contribute to ideas in regarding the Sales and Marketing aspects of the Project.</li> <li>• Attend all team meetings and team functions.</li> <li>• Participate in a "team based approach" with all other areas of the Project to</li> </ul>

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	<p>achieve joint objectives.</p> <ul style="list-style-type: none"><li>• Take a general interest in affairs of the Project.</li><li>• Be involved proactively with community-initiated strategies and events.</li></ul>
<b>Safety</b>	<ul style="list-style-type: none"><li>• Proactively raise safety ideas or issues.</li><li>• Maintain a safe workplace for customers and fellow team members.</li><li>• Ensure that all customers are informed of their obligations while on the construction site.</li></ul>

RIVERVIEW'S CORE VALUES	
<b>Respect</b>	<ul style="list-style-type: none"><li>• Be Dedicated to Relationships - We respect all people, their ideas and cultures.</li></ul>
<b>Integrity</b>	<ul style="list-style-type: none"><li>• Be True to Our Word - Integrity is non-negotiable. We are authentic in all our dealings. We leave a positive impact through our actions and behaviours.</li></ul>
<b>Innovation</b>	<ul style="list-style-type: none"><li>• Be Challenging in our Approach - We strive to find the best solution. We think outside the box and dare to do things differently.</li></ul>
<b>Collaboration</b>	<ul style="list-style-type: none"><li>• Be Powerful Together &amp; Move Forward as One - We leverage collective genius and grow and learn from each other. We work together to achieve more through our unified culture and knowledge.</li></ul>
<b>Lasting Impact</b>	<ul style="list-style-type: none"><li>• Leave Behind More than you Found - We are dedicated to making a difference not just for today but tomorrow. We aim to leave a positive legacy for the people who follow in our footsteps.</li></ul>

Manager's Signature: \_\_\_\_\_

Manager's Name: \_\_\_\_\_

Team Member's Signature: \_\_\_\_\_

Team Member's Name: \_\_\_\_\_

Date: \_\_\_\_\_