

**** NEW JOB**** A property company based in Green Park is seeking a Business Consultant. Paying £23,000. If you are interested, please email your CV to emma.colville@questprofessional.co.uk

Job: Business Consultant

Location: Green Park

Salary: £23,000

Roles and Responsibilities

Reporting to the Business Consultant Manager, the Business Consultant is responsible for making outbound calls to current and archived applicants and clients within the network.

With a focus upon delivering an exceptional customer experiences at all times, the Business Consultant's key responsibilities are:

- Making customer care calls to all newly registered applicants and new instructions 3 days after they have registered or instructed the company
- Ensuring that standards are maintained in qualifying applicants and updating information where required
- Responding to voicemails
- Booking in valuations using the approved valuation template and chasing instructions if required
- Following rules and procedures of the Department
- Taking ownership of any complaints and finding resolutions to them
- Sharing applicants with the relevant offices according to the applicant's search criteria
- Referring financial service leads as per the approved procedure
- Maintain and update personal knowledge throughout your employment particularly in regards to the property market in general and specifically related to your office/s, the company product and appropriate legislation
- Other responsibilities as required by the Client Services Department

Required Skills and Experience

This is an outbound telephone sales based role that requires proven verbal and written communication skills and customer service skills:

- Demonstrable success in customer service delivery and appraisal

- Demonstrable success in generating and closing sales
- Excellent track record of performance
- A relationship building approach to customers
- Demonstrable success in achieving and exceeding performance targets

Attributes

Our Business Consultants will need to be able to build rapport and inspire confidence and trust in our customers. They will be high performing individuals with meticulous attention to detail and exemplary organisational and interpersonal skills.

In addition, the following attributes are required:

- Exceptional communication skills
- Fluent spoken English
- Excellent written English
- A pleasant telephone manner
- An ability to assimilate and retain detailed information