

Job Description – Pillow Property Partners

Job Title: Sales Superstar
Reporting To: Managing Director
Performance Review Period: Monthly

Description of the position

The Sales superstar will be responsible for the constant growing of portfolio of properties within their region as well as the sales of new products and ancillary services.

Responsibilities

■ Responsibility 1 – Growing your regions portfolio of managed holiday homes

Description – You will be responsible for increasing the size of the portfolio within your own region. You will develop your own marketing plan including, but not limited to:

- Online research
- Phone calls
- Enquiry follow up
- Social media lead sourcing
- Networking and relationship building
- Building links with organisations
- Working the existing database
- All other sale activities

Measurement - This position will be supervised by the Managing Director. You will have mutually agreed targets to hit for the amount of new properties added to the portfolio.

■ Responsibility 2 – Property visits and client meetings

Description – You will be responsible for sales visits to properties or face-to-face meetings with owners. These onsite visits will be to describe what Pillow does and work towards them listing their property with us. This may require out-of-hours work.

Measurement - This responsibility will be monitored by the Managing Director.

■ Responsibility 3 – Teamwork

Description – At Pillow we all chip in and it's never not our job. We work as a team and help each other out. This means taking up the slack when required on tasks like:

- Answering incoming phone calls
- Responding to incoming emails
- Customer satisfaction
- Property management
- Inspecting managed properties
- Helping deal with emergency issues as required

Measurement - This responsibility will be monitored by the Managing Director.

■ Responsibility 4 – Ancillary services sales

Description – As well as fully managed properties Pillow has a range of other services it provides and you will be required to promote these as required.

Measurement - This rota will be managed by the Managing Director.

■ Responsibility 5 – Out of Hours emergency contact

Description – There may be a requirement to periodically be the nominated contact for out-of-hours emergencies.

Measurement - This rota will be managed by the Managing Director.

■ Responsibility 6 – Customer service

Description – You should work towards representing Pillow in the best possible manner at all times. This includes ensuring all clients are happy with the service Pillow provides, including potential and existing guests, contractors, potential and existing owners and external organisations. All actions, decisions, our enthusiasm and personalities should reflect Pillow being a world class property management company.

Measurement - This responsibility will be monitored by the Managing Director.

■ Responsibility 7 – Have a winning attitude

Description – You must follow Pillow's core values at all times. You need to be positive, invested in the company's success, focus on solutions not problems and be a reliable team member. Intentions don't pay the bills, we require team members who can actually get results.

Average employees make an average business and at Pillow we want to be exceptional. This means exceptional team members. Making things happen and getting things done is what we are all about. You will be responsible for your own life, you will not be looked over so you will need initiative, dedication and a proactive attitude.

Measurement - This responsibility will be monitored by the Managing Director.

Relationships

With:

Details

1. Managing Director

1. The MD has overall responsibility of all staff

2. Other office staff

2. You will be required to work alongside numerous other office staff within Pillow.

3. External clients

3. External clients include owners, guests, businesses and other organisations and companies.

Employee Signature _____ Date _____

Manager Signature _____ Date _____