

Job Description

Sales Manager

Position: Sales Manager
Reporting to: Regional Manager

Our Mission

Our mission is to Make A Difference

- Proudly
- Passionately
- Everyday

The Property Brokers team works hard together to get the job done. This means that sometimes you may be asked to do tasks that are outside the details of this job description, and within the scope of the role.

Job Description:

Top Line

- Achieve income over budget
- Achieve Vendor Contribution over budget
- Work with Regional Manager to establish and set stretching but achievable budgets and individual sales targets annually

KPI's

- Achieve the key KPI's
 - Number of Unconditional Sales vs Budget
 - Vendor Contribution vs Budget
 - Gross Advertising minus Vendor Contribution as a percentage of Gross Commission Income (expectation of less than 5%)
 - Referrals
 - New Exclusive Listings vs Budget
 - Market Share - Actual vs Target

Expenses

- Monitor and control all controllable expenses (no blowout)

The Business

- Consistently deliver a great experience in all aspects of the business
- Responsible for business and personal ethics; self and all branch personnel
- Responsible for staff care and well being
- Ensure the premises are always presentable, clean and tidy
- Ensure Office Administrator(s) are in company uniform
- Ensure that Company Policies are adhered to at all times.
- Learn, understand and promote the Company's operating systems
- Manage and develop Property Management teams

Motivation:

- Model and build the desired Company culture
- Ensure that the culture of the Company is maintained and preserved at all times
- Lead, motivate, support and guide all sales personnel
- Build the branch staff into a cohesive, high performing team
- Support and encourage Administrator(s)

Job Description

- Support Property Managers

Performance Management

- Work with each Sales Consultant to establish a business plan annually. Business plans are to be aligned to Company and Regional Strategic Plans and will ensure the achievement of the vision, strategies and KPI's. Business plans to be monitored and checked for performance in conjunction with one on one business meetings.
- Hold one on one business development meeting with each Sales Consultant at least every two months. Regional Manager may be involved at his/her request.

Property Brokers Management Manual and Brand Manual

- Work with and be guided by the Management manual
- Adhere to the Company Brand manual

Personal Responsibility

- Lead and motivate the team to the highest level at all times
- Work with and actively go out with Sales Consultants
- Run training workshops for the following categories, in line with recommendations from the Regional Manager:
 - Low performers
 - Medium performers
 - Top performers
- Handle all internal disputes. Inform Regional Manager/Rental Division Manager of any of a serious nature, especially those with potential to have someone leave the Company.
- Handle all external complaints face to face, within Company timing guidelines. Any with potential for court action or REAA involvement to be escalated to the Regional Manager immediately
- Ensure internal work environment is harmonious and positive at all times. Any negativity or disruptive personnel are to be dealt with quickly and effectively. Any on-going serious issues to be escalated to the Regional Manager
- Manage all non-performers by way of performance reviews each month over 3 months (based on a minimum standard set by the Company)
- Continuously develop oneself and attend any company personal development courses as identified by Senior Management

Property Management

- Work with Property Managers on a day to day basis. Handle any issue, either personal or complaints. Any issue of a serious nature to be escalated to General Manager Property Management immediately.
- Motivate and support all Property Managers
- Work with and communicate regularly with General Manager Property Management
- Ensure and help enforce all rental procedures are in place and are being adhered to

Responsibilities:

- Residential Sales Consultants
- Lifestyle Sales Consultant (where applicable)
- Rural Sales Consultants in conjunction with General Manager Rural
- Commercial Sales Consultants in conjunction with National Commercial Manager
- Property Managers in conjunction with General Manager Property Management
- Branch Administrator(s)
- Employment: All hiring and firing is to be the responsibility of the Regional Managers and Head Office