



## Tenant Reference Department – Advisor

Since our formation in 2009 we have grown into an award-winning business. Based in Warrington we support customers nationwide. We describe ourselves as a fast-moving, innovative and people focused organisation. We're good at what we do, but there is always room to improve which is why we're serious about investing in our people.

### The role:

To support the Tenant Reference Department by assisting Letting Agents, Landlords, and Tenants in line with the company's Internal processes. The job purpose is to provide excellent customer service whilst obtaining and completing references by contacting our tenants nominated referees over the phone.

### The person:

Through being positive and friendly you will build rapport with clients whilst providing a professional service. We pride ourselves on delivering a high-quality service which is customer focused. We want a team player who is ready to perform.

### What can we expect from you?

- Positivity - Make the last call of the day sound like your first call
- Reliability - Be someone who we can depend upon on to deliver for the team and our customers
- Work Together - Be part of a fantastic team and achieve together
- Motivation - Achieve your potential with uncapped commission
- Grow - Develop within your role and grow with our business
- Inspire - Share your ideas to improve the way we do things
- Co-ordinator – Able to plan and forecast
- Communicator – Demonstrate high quality skills.

### Key Responsibilities:

- An Ability to build a strong rapport with agents, Landlords and Tenants essential
- A great track record of meeting, and exceeding, KPI targets
- Excellent communication skills - both verbal and written
- Confidence to manage your busy workload and resolve any issues professionally
- Confident in working in a fast paced and target-driven environment
- You'll also be a fast learner, able to demonstrate customer care with a minimum of 6 months experience, and PC-literate on all Microsoft applications.



## Skills:

- Excellent communicator
- Outstanding negotiator
- Highly organised

## What will you get in return?

- Salary £17,000 pa
- Pension Scheme
- Company reward scheme including: length of service awards, peer to peer recognition, suggestion scheme and employee of the month & year awards
- Free fruit, tea and coffee
- Refer a friend reward scheme
- Company social events including: summer parties, team nights out & much more
- Make a difference day – 1/2 paid day off work to volunteer at a charity of your choice

## Why LegalforLandlords?

At LegalforLandlords we work hard and we're constantly developing - our people, our processes and our technology and we all share the same goal; to consistently deliver a seamless, easy and enjoyable experience to each one of our customers and employees.

You can be certain that with LegalforLandlords you're always learning new things and creating new opportunities for yourself. We really believe in our people & strive to ensure you reach your full potential.

So if you're excited about a new challenge, want to work in a fast paced environment, with a team of like-minded people, you're in the right place, please email your CV to [recruitment@legalforlandlords.co.uk](mailto:recruitment@legalforlandlords.co.uk).