



## Enquiry Handler

**Location: Leeds Head Office, LS1**

**Department: PRS**

**Salary: Unspecified**

### **Who are we?**

LIV Group is increasingly recognised as being the market leading consultancy and management operator for the Build-to-Rent sector. This is a relatively new market with major UK and international investors now targeting the private rented sector with the design and build of residential developments designed specifically for long-term rental.

We provide consultancy services and develop robust management operating platforms with a strong focus on customer service for our residents. In doing so we are helping to shape the future of a new private rented sector and our teams operate throughout the UK.

### **The role**

Due to our continued success in winning significant clients, we need to grow our internal lettings enquiry team! With a focus on providing 5\* customer service throughout the enquiry and leasing process, we are now looking to recruit an Enquiry Handler to join our Head Office in Leeds.

### **You**

First you need to have something that sets you aside from everyone else! We want people who make a difference, people who are passionate about providing first class customer service with a 'can do' attitude. To be successful in this role you must have the ability to identify all letting opportunities, booking viewings for potential prospects. You must be proactive and dynamic, taking ownership of all core duties. If you have call centre experience where you have worked towards sales targets this will be highly beneficial.



Our office environment is very fast paced and this role would suit someone who is driven and thrives within a busy and challenging environment! This is an exciting role that could take you places but you need to be willing to go the extra mile.

It is essential that you have strong interpersonal and communication skills together with an ability to build excellent rapport.

**Key responsibilities will include:**

- Being the first point of contact for all inbound/outbound telephone and email enquiries
- Identifying letting opportunities
- Arrange property viewings
- Integrate into a team environment and provide support to your colleagues
- Data entry and general administration

**The successful candidate will have the following:**

- Strong written communication skills.
- Strong knowledge of MS Office packages (Word, Excel and Outlook).
- Demonstrable sales or residential lettings experience.
- Highly organised and able to manage your own time effectively.
- Accuracy and attention to detail.
- Understanding the importance of achieving deadlines and ensuring all required targets are achieved/exceeded.

As the Enquiry Handler it is essential you can demonstrate experience within a similar role, experience in residential lettings is desirable, however, it is not essential as full training will be provided. You will be required to working Monday-Friday between 8:30-19:30 and Saturdays on rotation between 9:00-14:00.



This is a fantastic opportunity if you are looking for a role where you will be recognised and with the potential to grow. In return for your hard work, commitment and expertise we offer a competitive package, opportunities for career development and super offices within a short walk of Leeds train station.

**Can you make a difference? Apply now!**

*Please send your CV and covering letter to [residential.recruitment@liv-group.co.uk](mailto:residential.recruitment@liv-group.co.uk)*