

CUSTOMER SERVICES DIVISION

POSITION DESCRIPTION		
POSITION: SENIOR SALES & SERVICE OFFICER	DEPARTMENT: CUSTOMER SERVICES	ISSUE DATE:

Position	Senior Sales & Service Officer
Incumbent	Vacant
Department	Customer Services
Location	Valelevu
Reports to	Relieving Manager North
Date	

Purpose:

The incumbent assists team in achieving the set objectives and targets for the successful sale of Housing Authority's stock & loan processing while ensuring full due diligence check is carried out in an efficient and transparent manner.

Accountabilities

The job holders have the following accountabilities:

1. Sales Support

- Oversee the overall sales processes of stock as per policy with the Sales Team and Branch Manager North in an effective manner.
- Loan assessment & processing for all walk in and stock cases .
- Assist in interpreting final sales reports, both write ups, Master sheet and commentaries before final submissions on a weekly basis.
- Ensure deadlines on each stage of the sales process is met within timelines and as targeted.
- Effectively handle sales related complaints by customers in a professional and timely manner.
- Assist in formulation of an effective promotional plan in line with business objectives.
- Prepare short term and long term sale forecast.
- Prepare sales plan for the upcoming sub divisions.
- Providing updates to customers on the available products and services and also advise on the upcoming sub divisions.
- Preparing Expression of Interest(EOI) and Tender for the sale of all HA stock.
- Assist in the evaluation process of EOI's and Tenders received.
- Carry out income verification, title and deed search for customers.
- Compile all the required documents for the due diligence and compliance check.
- Fill the Lot Allocation Form and submit for necessary approvals.
- Preparing Provisional Offer letters and Formal offer letters.
- Preparing Board Papers for customers earning above \$50,000.00 per annum for Boards approval.
- Prepare letter for Ministers endorsement for customers earning above \$50,000.00 per annum
- Prepare Information Paper on stock sales for Boards information.

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2. Marketing Support

- Oversee full coordination of sale campaigns and events.
- Marketing and sales for decision making and possible creation of new business
- Ensure good product knowledge is maintained by the team and also communicated to customers in an effective manner.
- Improve overall visibility and branding of the Authority
- Content design and delivery whilst maintaining Brand guidelines
- Act as liaison between internal and external stakeholders to ensure collateral is produced on a timely manner as well as processes are also followed as per the Authority's policies.

3. Administration

- Providing sales and marketing reports on a weekly basis.
- Cataloguing and archiving of sales and marketing works both in electronically and through use of relevant filing systems.
- Ensure proper records are maintained on department expenditures against current budget
- Assist members of the sales team during busy times or absence of staff to finalize work as needed.
- Assist Sales Team with loan assessment and processing.
- Assist with cashier duties and banking
- Any other special projects/tasks as requested by Branch Manager Central /Relieving Manager North

4. Working Relationships

-Internal – All Department within Housing Authority.

-External –Customers, FNPF, FRCS, Employers, Suppliers, Local authorities and government entities.

Major Challenges:

- Increasing demand
- Growing the customer base
- Competition from other financial institutions
- Inconsistent customer updates and requirement deliveries to hasten smooth sales processes

5. Competencies, Experience and Qualifications:

The following competencies, experience and qualifications are required to do this job:

- Good customer services skills
- Good interpersonal skills
- Good communication (written and verbal) skills
- Problem Solving
- Team Oriented
- Highly motivated
- Rational thinking
- Resource Management
- Computer literacy
- Safety and Environmental awareness

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- Ability to interpret information, write complex letters, comprehensive reports and perform complex calculations
- Understanding Housing Authority's strategies, policies, procedures and operational guides
- Data analysis and with sales/marketing experience
- Experience working within a busy pressured marketing and sales environment
- Ability to effectively network at exhibitions, customer events or roadshows

Required Knowledge and Experience:

- Degree in Business Studies/Marketing/Accounting/Economics/Administration
- 2 to 3 years' relevant experience
- English language skills

Salary Range:

Position Holder:

Date:

Branch Manager

Date:

Chief Executive Officer

Date:

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