

JOB DESCRIPTION

Job Title	Relationship Manager
Department	Commercial
Responsible For	East Anglia and Essex
Job Grade	Grade 4
Salary Range	£28,000 plus commission
Reports to	Commercial Manager

Job Purpose:

To help drive Membership levels up in the region for both ARLA Propertymark and NAEA Propertymark.

Main Duties and Responsibilities:

- Service existing members and re-evaluate needs and look for opportunities
- To visit every member branch within a calendar year
- Educate and verify compliance of members
- Identify new members and businesses for Propertymark protection
- Attend Regional meetings and conferences as a representative of Propertymark
- Any other responsibilities or tasks as reasonably requested by the business
- To attend regional meetings and external events where member and non-member agents will be in attendance to promote membership and other products, i.e. Qualifications, Courses, Events, individual targets will be set for external and internal events.
- Obtain feedback from member agents on the membership benefits offered, processes and marketing efforts
- To work with the Marketing and Communications functions to help execute the marketing and communications strategies, particularly where contact with member agents are concerned

Key working relationships:

- Business development team
- Membership team
- ARLA Propertymark Reps and NAEA Propertymark Executives
- Members

Job Requirement / Skills

- Strong interpersonal skills
- Sales experience
- Background in estate/ letting agency
- Self-motivation

Education / Experience:

- Excellent sales skills and the ability to encourage take-up of the Divisional Services and sell additional products and services
- Ability to establish positive working relationships with colleagues and clients alike
- Excellent organisational skills
- Initiative and proactivity
- Communication and presentation skills
- Self-motivated and able to work on own initiative without supervision