

## **KEY ACCOUNT MANAGER FOR LEADING LETTING AGENCY**

**Chorus Letting** is a leading Cape Town and Johannesburg based letting company focused solely on providing world class residential letting services to Landlords and tenants.

We are seeking a skilled **Key Account Manager** to oversee the relationships of the company with its most important clients. You will be responsible for maintaining and growing long term key clients by comprehending their needs.

This is a highly demanding position, which requires you to juggle a heavy workload, multitask and think on your feet, whilst maintaining world class customer service. You are responsible to fulfil the duties as committed to our landlord clients in our Landlord Management Agreement for all properties in your portfolio with the support of various stakeholders.

### **Your key responsibilities will include:-**

- Developing strong relationships with our clients
- Acquiring a thorough understanding of key customer needs and requirements
- Expand the relationships with existing customers
- Ensure the correct product and services are delivered to the customer in a timely manner
- Connecting with key business executives and stakeholders
- Serve as the link of communication between key customers and internal teams
- Resolve any issues and problems faced by our key account clients and deal with the complaints
- Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics
- Achieving KPI targets for the assigned portfolio

### **Some of the benefits provided to the successful candidate include:**

- a well-established 16 year old company
- well established portfolio already in place
- ongoing training and development

Only one special person will qualify for this unique position. We are only looking for a people with great attitudes to join our team.

### **The key attributes you have include:**

1. Confident, highly focused and motivated
2. Passionate, caring and committed to excellence
3. Excellent interpersonal and written communication skills
4. Proactive and solutions focused
5. Well-presented and articulate
6. Ability to work well under pressure
7. Trustworthy and honest
8. Organised
9. Attention to detail
10. Positive attitude
11. A constant desire for self improvement and learning with a positive winning attitude
12. Intermediate computer skills
13. Own transport and cell phone
14. Valid driver's licence and car insurance
15. Previous letting experience and real estate qualification preferable but not critical
16. Must be willing to do real estate internship and NQF4 if not qualified as a full status estate agent

**To qualify for this position, please write a short paragraph, outlining the following:**

- why you think you are qualified for this position
- identify four attributes from the list above which best describe you
- list two additional strengths and two weaknesses

Remuneration will depend on experience, track record and attitude. Applications close on Wednesday, 06 February 2019

*We thank you in advance for your response, however due to high volumes of response only successful applicants will be contacted.*