



Job Description

Company Values	Delight Principles
Dedicated	To making sustainable choices and continuous improvement
Enthusiastic	Have willingness and passion for everything we do
Likeable	Being approachable, delightful, friendly and fun
Inclusive	Showing compassion, fairness and respect to all
Generous	Giving back and going the extra mile
Honourable	Working with integrity, honesty and accountability
Teamwork	Collaborating and communicating with others considerately

Job Title: Rental Property Finder

Reporting to: Team Leader

Summary of Role: Responsible for handling alternative accommodation enquiries that are received by Rapid Relocate whereby a Long Term Let Rental Property is required. Embed our DELIGHT culture into every aspect of your work constantly exceeding customer, colleague, supplier and client expectations.

Key Accountabilities / Activities:

- Play a vital role in the team, assisting colleagues and managers as requested
- Assist with all new and existing instructions for alternative accommodation whereby a Long Term Let Rental Property is required
- Use our tools to search and communicate with Estate Agents to source relevant options for our customers
- Liaise with the customer and ensure all requirements are met and that the customer journey is incredible
- Gather relevant information from Estate Agents such as Tenancy Length, Deposit Info, Termination Period, etc.
- Liaise with our customers and clients to ensure the required Rental property is booked in a timely, efficient manner
- Proactively assist the claims handlers to ensure all deposits/tenancy arrangements/agreements are finalised at the start of each rental period (claims administrators extend/end tenancies)
- Ensure daily activities are completed in the set timeframes as set down by the Team Leader/s
- Ensure any complaints and EODs are escalated to the Team Leader/s within SLAs
- Regularly review the Rentals folder in your team folder in @help mailbox, actioning emails accordingly for self within SLAs

General Duties:

- Improve your own performance and the customer experience through regular call coaching, attending training sessions and sharing best practice
- Co-operate and communicate with colleagues and management in a professional way, demonstrating effective teamwork and expected standards of behaviour
- Help cover holidays and sickness wherever possible
- Achieve/exceed individual KPIs and support others to achieve theirs
- 'Shut down' your computer each night; adhere and contribute to ESG initiatives

Health & Safety:

- To act on your responsibilities detailed in the Health & Safety at Work Act 1974



- To be security conscious with respect to staff/property/welfare and to report suspicious circumstances to your line manager.

Hours of work:

Full time - 40 hours worked Monday to Friday between 9am – 5.30pm with a 30-minute lunch break.

Package:

£26,520.00 -£27,352.00 per annum based on 40 hours a week

Flexibility:

Due to the nature of the business, a degree of flexibility is required, and you may be required to perform certain tasks not specific to your role when there is a business need to do so.

Person Specification:

Criteria	Essential	Desirable
Educational Qualifications	GCSE English & Maths	
Attainments/competencies (list as required)	• Customer-focused with a genuine passion for delivering excellent customer service • Attention to detail • Written & verbal communicator at all levels • Computer literate • Good relationship builder • Effective time management • Flexible approach	• Motivational skills • Previous property or Estate Agent experience • Sales & negotiation experience • Good commercial awareness
Previous experience	• At least one years' experience in a customer service role	• One years' experience in similar role
Experience required	• Ability to work on own initiative and to tight timescales when necessary • Possess excellent communicating skills • Ability to follow Company policy & practices	• Experience with problem solving and customer complaints • Knowledge of CRM systems



Criteria	Essential	Desirable
Special aptitudes (e.g. oral or written skills, manual dexterity, etc.)	• Enthusiastic self-starter able to work on own initiative • Willingness to learn • Well organised • Have a positive 'can do' attitude	• Multi-lingual