

**An eye for detail and a heart for caring?
Bring your whole self to work with us!**

SDL Auctions

Birmingham

What we do

SDL delivers national coverage across the board, in surveying, mortgage services, auctions, property management, lettings and estate agency. In all areas, our revolutionary spirit has the customer at its heart. We are one of the UK's largest property auction networks, helping corporate and private customers buy and sell residential, commercial and agricultural property and land. Passionate about providing customers with sensational service, we strive continuously to find ways of making their life easier and better through improvements and innovations that are shaping the future of our industry.

What we care about

Revolutionising our customers' experience is what drives us each and every day at SDL. We thrive on shaking up the industry and doing what it takes to make customers' lives easier and better. Because they deserve more and we want to be the ones to wow them.

We believe our greatest asset is our people and by empowering them to make a difference our people can become the best they can be.

Your life as an Administrator

With support from the Head of Auctions you will provide an efficient and effective administrative support to the auctions team. To support diary management, maintain accurate and current data, to manage incoming emails and telephone calls. To effectively manage the expectations of both internal and external stakeholders and identify and action any opportunity to exceed our customers' expectations. You'll be driven to hit your targets ensuring tasks are managed efficiently and that the quality of service is excellent. You'll develop strong relationships with everyone you deal with as you go about your daily work. You will be able to work as part of a team to resolve issues because you know we always keep our promises to our clients. You will be proactive, professional, organised and have an energetic can-do attitude.

Love OUR
CUSTOMERS

DARE TO BE
DIFFERENT

MAKE IT
BETTER

What you'll do

- Receiving and managing customer enquiries in a timely manner, utilising every opportunity to exceed customer expectations
- Maintain manual and electronic files and databases
- Checking and ordering Energy Performance Certificates and other documentation
- Ordering “Auction” boards and other signage
- Creating and posting letters/catalogues
- Assist with data input into the software system
- Ensuring all portal feeds have no errors and provide a resolution where required
- Attend auctions regularly and deal with post auction enquiries.
- Identify ways of improving customer service and make recommendations to your line manager.

Who we're looking for

We're searching for an organised people person who gets what great customer service looks like and has what it takes to deliver it, as well as:

- Proficient in Microsoft Office programmes, particularly excel
- Good standard of numeracy and literacy skills
- Experience of multi-tasking in a fast-paced environment
- An eye for detail
- The communication skills to write clearly and speak easily with anyone
- An organised way of working and ability to prioritise
- Eligibility to work in the UK and everything it takes to successfully complete pre-employment screening

And, ideally, but not vitally:

- Good data entry and typing skills
- Experience of working under pressure to tight deadlines
- Previous experience in an administration role

How to apply

Write an email telling us why this job's got your name on it. Attach your CV. Press send recruitment@sdlgroup.co.uk

Love OUR
CUSTOMERS

DARE TO BE
DIFFERENT

MAKE IT
BETTER