

**HOUSING AGENCY OF JAMAICA LIMITED
(HAJL)**

Invites applications for the following position

SALES OFFICER

Job Purpose:

The Sales Officer provides field and in-house support to mobilize potential and existing customers, service portfolio assigned, and carries out administrative functions. The Sales Officer has the responsibility to collect overdue payments by informing customers of their debt and their various options for repayment.

Key Responsibilities:

Technical Knowledge

- Contribute to the preparation of the Sales Division annual Operating Plan and Budget in consultation with the Senior Manager and Team Leader.
- Contact/engage customers to initiate sales of lots/ housing units.
- Schedule and conduct interviews with customers allotted lots/housing units and collect all required information and documents to open customer file.
- Meet with customers assigned on a regular basis to answer queries, resolve issues and assist them to finalize their accounts.
- Assist with/facilitate the delivery, execution, and timely return of legal documents to the Legal Department.
- Follow-up with customers to ensure adequate preparation to facilitate timely mortgage interviews.
- Coordinate/facilitate the scheduling/receival of documents) for the preparation of final packages facilitate customers doing their mortgage interviews.
- Coordinate/facilitate customers' requests for CRTD undertaking letters from the Legal Department.
- Complete the sales process (after payout from financial institutions) by liaising with the Legal Department to obtain the relevant possession letters.
- Coordinate/manage the handing over process of finalized housing solutions to customers.
- Prepare monthly/weekly reports on collections.
- To work with PR/Marketing Officer on advertising, sales promotions and branding activities e.g. project launches, expos, conferences etc.
- Conduct site visits to assigned projects to undertake viewing exercises as well as special investigations.
- Collect, create and facilitate the filing of customers' sales records as per requirements.
- Coordinate the "After Sales" activities with respect to the Defects Management Process by receiving customers' defects reports and submitting same to the Technical Services Department for corrective actions.
- Ensure customers information/records (files and systems) are updated on a timely basis with respect to: (1) Sales Status; (2) Customer payments; and (3) Documentation created/received.
- Adhere to, and administer, company rules and regulations.
- Ensure that customer information and data is kept confidential and due care is taken regarding the client files
- Any other job duties as assigned by Team Leader, Sales or Senior Manager, Legal Services and Sales

Minimum Required Qualification and Experience:

- B.Sc. in Marketing, Sales, Business Administration or equivalent
- Proficiency in the relevant software applications, especially Microsoft Excel
- Three (3) years' experience in Sales, preferably in the housing sector
- Knowledge of real estate management would be an asset

Applications and resumes` should be sent to HRManager@hajl.gov.jm no later than
Monday, August 8, 2022 addressed to:

Senior Manager,
Human Resources Management and Administration
Housing Agency of Jamaica Limited
13 Caledonia Avenue
Kingston 5

HAJL thanks all applicants for their interest; however, only those short-listed for an interview will be contacted.