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Job Description – Property Sales Manager

Document Control

Position Title: Property Sales Manager

Department: Property Sales and Rentals

Reports To: Head of Property Sales and Rentals

Version: 1.0

Job Overview

The Property Sales Manager is responsible for driving property sales, leasing, and client engagement across Grand Royale Group's portfolio of hotel residences, serviced apartments, and commercial spaces. This role focuses on achieving sales targets, maintaining high client satisfaction, and ensuring compliance with real estate and hospitality regulations. The position plays a key role in promoting Grand Royale Group's luxury brand through professional service delivery and strategic property marketing.

Key Responsibilities

Sales & Leasing Operations

- Manage end-to-end property sales and leasing processes, including listings, negotiations, and contract finalisation.
- Maintain an up-to-date database of available properties and client leads.
- Conduct property inspections and present offerings to prospective buyers and tenants.
- Collaborate with marketing and legal teams to ensure accurate and compliant listings.





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Client Relationship Management

- Build and maintain strong relationships with clients, investors, and corporate partners.
- Provide personalised service to meet individual client needs and investment goals.
- Handle client enquiries and resolve issues promptly and professionally.
- Ensure exceptional customer service aligned with Grand Royale Group's hospitality standards.

Financial Performance & Reporting

- Achieve individual and departmental sales and leasing targets.
- Prepare sales forecasts, performance reports, and market analysis.
- Assist in developing pricing strategies and promotional campaigns.
- Monitor commission structures and financial compliance in transactions.

Marketing & Business Development

- Support marketing campaigns, open houses, and property exhibitions.
- Provide insights into market trends, competitor activity, and client preferences.
- Identify and pursue new business opportunities within the property market.
- Represent Grand Royale Group at trade shows, networking events, and investment forums.

Compliance & Risk Management

- Ensure all property sales and leasing activities comply with state and national real estate legislation.
- Maintain accurate and confidential client documentation.
- Liaise with Legal and Finance departments for contract review and approval.
- Adhere to company policies, ethical standards, and WHS requirements.





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Qualifications and Experience

- Diploma or Bachelor's degree in Real Estate, Business, or Property Management.
- Real Estate Agent or Sales Representative Licence (preferred).
- Minimum 5 years' experience in property sales, leasing, or hospitality real estate.
- Strong knowledge of Australian property and tenancy laws.
- Proven track record in achieving sales and revenue targets.

Skills and Competencies

- Excellent negotiation and communication skills.
- Strong client relationship and presentation abilities.
- Sales-driven mindset with attention to detail.
- Financial acumen and understanding of property markets.
- Proficiency in CRM systems and Microsoft Office applications.

Working Conditions

This is a full-time position based at Grand Royale Group's head office in Gold Coast, Queensland, with regular site visits to properties and client meetings. The role may require occasional weekend or evening work to accommodate property viewings and events.

Key Performance Indicators (KPIs)

- Achievement of sales and leasing revenue targets.
- Client satisfaction and repeat business rates.
- Compliance with property laws and internal policies.
- Timeliness and accuracy of documentation.
- Market expansion and new client acquisition.

Company Values and Culture

Grand Royale Group embodies integrity, excellence, and innovation in hospitality and property services. The organisation values teamwork, transparency, and customer focus. The Property Sales Manager plays a pivotal role in promoting these values by delivering outstanding property services and nurturing long-term client relationships.





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Career Path

This position offers advancement into senior leadership roles such as Head of Property Sales and Rentals or Director of Real Estate Operations within Grand Royale Group or other premium property organisations.

