

**Kate Wells : Estate Agent**

Hi, my name is Kate Wells . I'm 21 and I work as a sales negotiator for an estate agent in Wales .

I was born in Cardiff and still live there with my parents .

At school I wanted to be a teacher but I left before doing my A levels .

I went to a career advisor who put me on a business administration course and from there I went to work in an advertising agency as a secretary . After a year , I wanted something more demanding and when I saw this job advertised ~~and~~ went for it .

□

I've been working here for two and a half years now .

Since starting here I've done NVQ s [ *National Vocational Qualification* ] Level 2 and 3 in customer Service and Residential Estate Agency . This involves working at home, assessment on the job and presentations .

It's not compulsory to do the NVQ s , I just wanted to be trained to be an office manager . Next I'll go for Level 4, the managerial level .

On a day to day basis I work from 9am to 6pm . In the mornings I do sales chasing and in the afternoon I do reception work, viewings , fix financial services appointments and contact vendors .

To do this job you need to be organised , confident in dealing with people, able to work under pressure, happy working in a team or alone , and able to make decisions . Being enthusiastic and competent with the administrative work is also important .

Sometimes the paperwork gets tedious – there's an awful lot of it .At first the job can seem overwhelming , there's *a lot* to learn but it's not that difficult .

I see my next career moves as office manager, then branch manager, and possibly going into training staff after that .