

CUSTOMER SERVICE REP (PM)

TITLE: Customer Service Rep (PM)
DEPARTMENT: Property Management/Field
REPORTS TO: Property Manager
FLSA STATUS: Non-Exempt

JOB SUMMARY

The primary function of this position is to provide high level customer service to clients in a high call volume environment. The CSR takes client calls and forwards appropriate calls to the Property Manager if necessary. May enter resident applications into property management system and assist Property Manager as needed. This position will report directly to the Property Manager.

ESSENTIAL JOB FUNCTIONS

- May prepare important lease document to support leasing manager.
- Assist manager in the determination process of HOA Violation statuses.
- Assist manager in verifying that all invoices are in property management system.
- Assist manager in verifying move-out inspections are completed and ready for turn.
- Assist in follow up of invoicing statuses and postings.
- Answer telephones quickly and in a polite and assistive manner.
- Document service requests from residents and forward requests to Service Manager in a timely manner.
- Greet walk-in residents and/or prospective residents.
- Accept resident rent payments and forward to Property Manager.
- Provide superior quality customer service.
- Collect, organize, open mail daily and deliver to appropriate party.

SKILLS AND ABILITIES

- Ability to work well under pressure.
- Possess strong communication and problem solving skills.
- Excellent organizational skills.
- Strong communication skills, both verbal and written.
- Ability to write clear and concise correspondence.
- Work collaboratively with team members.

MINIMUM QUALIFICATIONS

- High school or GED.
- Minimum 2 years of administrative experience in Property Management and/or training, or equivalent combination of education and experience.
- Knowledge of maintenance/construction terms and pricing.
- Intermediate proficiency in MS Word, Excel, Outlook and Adobe.

PREFERRED QUALIFICATIONS

- Previous experience using property management software.

WORKING CONDITIONS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Physical Requirements: This position will spend long hours sitting and using office equipment and computers which can cause muscle strain. The position may also have to do some light lifting of supplies and materials from time to time, up to and including 20 lbs. The position requires talking, expressing or exchanging ideas by means of the spoken and written word to impart information to clients or to the public, and to convey detailed spoken instructions to other workers accurately, loudly, or quickly.

Environmental Conditions: The office may be a busy facility. This position may have to manage a number of projects at one time, and may be interrupted frequently to meet the needs and requests of residents, clients and contractors. The incumbent in this position may find the environment to be busy, noisy and will need excellent organizational, time, and stress management skills to complete the required tasks.

Sensory Demands: Sensory demands include use of the computer, which may cause eyestrain and occasional headaches along with hand / wrist strains from using computer keyboard and mouse. The office may be noisy and busy making it difficult to concentrate.

Mental Demands: This position will have to manage a number of requests and situations at one time. Stress may be caused by the need to complete tasks within tight deadlines.

Vision: See in the normal visual range, with correction if needed.

Hearing: Hear in the normal audio range, with correction if needed.

This Job Description represents the basic qualifications for the position. It is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee. You may be asked to perform or assist with other instructions and duties. You will be evaluated, in part, based on your performance of the tasks listed in this job description. Job Descriptions may be revised at any time, at the sole discretion of Colony Starwood Homes.