



CUSTOMER SERVICE REPRESENTATIVE (HOMEOWNER EXPERIENCE SPECIALIST)

PURPOSE OF THE POSITION:

The Customer Service Representative (Homeowner Experience Specialist) position is responsible for providing assistance to board members, homeowners, vendors and community managers. The CSR must comply with established policies and procedures.

SCOPE:

The CSR reports directly to their assigned Assistant Community Managers, Community Managers, the Lead Assistant Community Manager, the Director of Community Managers, and all other executive staff and is responsible for providing general customer service for customers in their assigned portfolio. This includes, but is not limited to, taking calls, creating letters, responding to calls, chats, texts, posts and emails, keeping detailed spreadsheets and generating reports.

WORK EXPERIENCE:

Minimum two years' experience in Customer Service, Hospitality or Call Center industry. Associates degree or equivalent work experience.

RESPONSIBILITIES:

- Interact with difficult or irate clients, board members, homeowners and vendors via telephone, chats, texts, posts, email, mail or in person
- Search computer databases or files for answers
- Update customer profiles, account information and databases
- Look into and resolve complaints
- Extensive use of computer and telephone
- Minimize the length of each interaction, while still providing excellent service

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge:

This position requires knowledge in the following areas:

- Customer service processes
- Handling escalated issues

- Fluent English/Spanish speaking a plus

Skills:

The incumbent must possess the following skills:

- Problem solving
- Excellent listening and restating
- Strong oral and written communication
- Attention to detail
- Follow through
- Intermediate computer experience (Microsoft Office and Windows platform)
- Customer focused

Personal Attributes:

The incumbent must also demonstrate the following personal attributes:

- Be honest and trustworthy
- Be respectful
- Be flexible
- Demonstrate sound work ethics
- Pleasant demeanor
- Good sense of humor

WORKING CONDITIONS:**Physical Demands**

The Homeowner Experience Specialist may spend long hours sitting and using office equipment and computers. This position also requires some lifting of supplies and materials from time to time.

Environmental Conditions:

This position is located in a busy, open area office. The incumbent will be faced with interruptions and must meet with others on a regular basis.

Mental Demands:

There are a number of deadlines associated with this position, which may cause stress. The incumbent must deal with a wide variety of people on various issues.