



A refreshingly *different* approach to *better* community management

TITLE: Resident Services Advisor (CSR)

CLASSIFICATION: Full Time, Non-Exempt

DEPARTMENT: Resident Services

REPORTS TO: Resident Services Manager

PRIMARY PURPOSE OF THE JOB

The Resident Services Agent is responsible for the prompt and courteous answering of phones and the identification and resolution of any problems that arise with a resident's account.

ESSENTIAL DUTIES

1. Answers resident's calls in a courteous and efficient manner.
2. Research/resolve Resident's problems which may require the review of statements, creating work orders, setting up payment plans and issuing credits.
3. Documents all homeowner conversations in their account.
4. Updates homeowner's contact information including address and phone numbers.
5. Maintains current Resident information and correspondence by attaching files to homeowner's accounts.
6. Checks general voicemail box and returns calls.
7. Assists in preparing letters of violation and collection.
8. Attend HOA annual meetings and assist as needed.
9. Updates HOA contacts and lists.
10. Notifies realtors and introduces CAM as the management company.
11. Follow up on work orders placed insuring vendor completed assignment and homeowner is satisfied.
12. Other duties as required.

REQUIRED EXPERIENCE

Minimum two years of customer service experience in an office environment is required.

Property management / HOA, legal, or real-estate background preferred.

REQUIRED EDUCATION

Associates Degree – Bachelors Preferred

REQUIRED SKILLS

Highly organized

Typing skills

Problem solving

Ability to prioritize

WORKING CONDITIONS

40 hour work week typically 8:30 a.m. - 5:30 p.m. Monday through Friday. Overtime as needed. Mandatory to attend some HOA meetings, which will be after hours or on the weekend.

SAFETY HAZARDS

Minimal. General office working conditions.

This job description does not list all the duties of the job. You may be asked by supervisors or managers to perform other instructions and duties. You will be evaluated in part based upon your performance of the tasks listed in this job description.

Management reserves the right to revise this job description at any time. The job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason.