



Job title	<i>Customer Service Representative</i>
Job type	<i>Full Time</i>

Job purpose

Provide customer service and resolve issues by offering solutions, explanations, and options.

Duties and responsibilities

Greet Clients, Homeowners, and Visitors

- Obtain name and other pertinent information
- Notify appropriate individuals of arrivals

Answers Incoming Phone Calls

- Maintain a friendly, calm, and helpful demeanor in stressful situations
- Resolve issues
- Refer unresolved customer issues to designated departments for further investigation
- Accurately take and deliver messages

Receive and Respond to Internal/External Emails in a Timely Manner

- Resolve issues
- Refer unresolved customer issues to designated departments for further investigation

Update Homeowner Information Using Internal Software

- Contact Information
- Delinquency Information
- Compliance Information

Process Mass Email Blasts

Accept and Sign for Packages

Other Tasks as Directed

Qualifications

- Excellent Verbal and Written Communication
- Mentally Resilient
- Problem Solver
- Detail Oriented
- Organized and Able to Meet Deadlines
- Intermediate to Advanced Microsoft Office Skills (Word, Excel, Outlook)
- Computer Competency

Working conditions

Work to be completed at office located at 110 Evans Mill Dr. Suite 702 Dallas GA 30157

Direct reports

Operations Officer

Applicants please email Andrew Bunker at career@allinonemgmt.com