

Part Time Customer Service Representative

Supports the entire office and performs all routine jobs, open and/ or closes the management office and performs other related duties as required.

Customer Service

- Greet and assist customers.
- Conduct front-line phone reception.
- Assist Customers with the purchase of gift cards, handle credit card and check transactions.
- Mitigate disgruntled customer issues by collaborating with appropriate Managers
- Assists customers either on the phone or in the office with general information.
- Communicate with Security, Housekeeping, Maintenance and vendors via radio or telephone.

Office

- Keep office clean and neat (i.e. front desk, lobby, conf room, copier and work area).
- Miscellaneous responsibilities i.e. watering office plants, decorating holiday tree, etc.
- Completes jobs designated for them by General Manager, Marketing Coordinator and Office Manager.
- Perform clerical duties using Microsoft products i.e. Word, Excel, etc.
- Completes copying and filing requests for office staff.
- Assists in office filing.
- Stuffing gift card packaging, copying, etc.

Requirements

- Work on some holidays.
- Customer Service personnel must have excellent people skills both on the phone and in person.
- Must exhibit excellent verbal communication skills.
- Must be reliable in completing assigned tasks and coverage of shifts assigned.
- Maintains positive and professional relationships with coworkers, tenants and vendors.
- Must possess reasoning ability in day-to-day responsibilities.
- Displays common sense and good judgment when responding to problems and emergencies.
- Must be self-motivated, willing to show initiative.
- Remains calm and polite when assisting tenants, customer and co-workers with problems and emergencies
- Flexible and effective in dealing with changing and/or stressful situations.
- Strong organizational skills and office etiquette.

Education and / or Experience

- Previous office experience with customer service background required.
- Basic computer skills including Microsoft Excel, Word and Outlook - Helpful
- Basic accounting and math skills.

Attire: Business Casual