
TANDEM PROPERTIES, INC.
Basic Job Description

JOB TITLE: CUSTOMER CARE AGENT

Job Summary: Works closely with the Residential Manager or Assistant Residential Manager to assist with daily office operations. Assist staff with leasing vacant and future apartment units by maintaining an active face-to-face, telephone and online presence with potential and current customers. This is an entry-level position for a property management career.

Classification: Part-time, non-exempt, regular

Reports to: Residential Manager or Assistant Residential Manager

Supervises: None

ESSENTIAL DUTIES:

- **Daily Activities:**
Provide exceptional customer service experience to current residents, including but not limited to:
 - Greeting callers/visitors to the rental office
 - Managing e-mail and other virtual communications platforms
 - Inputting maintenance requests and following up on service
 - Filing and organizing documents
 - Creating and maintaining spreadsheets; analyzing data
 - Refilling coffee/snack station
 - Accepting and logging tenant packages
 - Delivering resident notices
- **Leasing Activities:**
Participate in all aspects of the leasing process, including but not limited to:
 - Preparing lease documents, understanding and communicating the Davis Model Lease & Addendums to new lease signers
 - Creatively and persistently advertising for vacant apartments
 - Assisting in marketing activities including Housing Day and Dorm Presentations
 - Maintaining an extensive real-time lead-tracking system
 - Conducting tours of vacant and model units
 - Closing leads
 - Ensuring leasing documentation for prospective and current residents is complete and accurate
 - Moving in new residents, and moving out non-renewing residents

- **Social Media Activities:**
 - Build an active student community of potential and current residents online by constant interaction through social media tools, such as Facebook & Instagram
 - Maintain and build an active community of potential and current residents online by constant interaction through social media channels approved by Tandem's Marketing Director
 - Craft posts appropriate for multiple online formats (blogs, Facebook, Instagram, Twitter, etc.) as needed.
 - Work with Tandem's Social Media Coordinator to develop and support online advertising, branding and SEO focused campaigns for both the property and Tandem
 - Must be able to maintain professionalism on social platforms and appropriately apply Tandem's brand guidelines to all posts.
- **Resident Relations Activities:**
 - Promote resident lease renewals by creating marketing retention programs & events
 - Work closely with office and maintenance staff and perform other duties as may be required

REQUIREMENTS:

1. Education: High School Diploma; some college coursework preferred
2. Experience: 1 year work experience; property management experience a plus
3. Competencies:
 - Must speak and write English with proficiency
 - Must have good sales and communications skills
 - Must pay attention to detail
 - Must have computer proficiency with Microsoft Word/Excel, Mac OS, etc.
 - Must be skilled with online social media tools such as Facebook and Instagram
 - Must have good interpersonal skills and a customer service orientation
 - Yardi/RentCafe experience a plus
4. Other Requirements
 - Must have valid California driver's license
 - Must have current automobile insurance
 - Must be able to work occasional weekend hours and some evening

Physical Job Description

Job Title	
Typical Working Conditions: (Describe environment including exposure to heat, cold, fumes, chemicals, allergens, mold, etc.)	Air-conditioned rental office Apartment complex grounds
Equipment Used: (List all manual and automated equipment used in the course of performing essential functions)	Computer Telephone Copy Machine Fax Machine
Essential Physical Tasks: (List all physical tasks encountered in performing essential functions)	Climbing stairs Lifting small Objects

Analysis of Physical Demands

Key (Based on Typical Week)

N=Never

R=Rarely

O=Occasional (1%-33% of time)

F=Frequent (34%-66% of time)

C=Constant (over 66% of time)

Activity	Frequency					Activity	Frequency				
	N	R	O	F	C		N	R	O	F	C
Lifting/Carrying						Twisting/Turning					
Under 10lbs.			X			Reach over shoulder			X		
11-20 lbs.		X				Reach over head			X		
21-50 lbs.		X				Reach outward			X		
51-100 lbs.	X					Climb				X	
Over 100lbs.	X					Crawl		X			
						Kneel		X			
Pushing/Pulling						Squat					
Under 10lbs.			X			Sit				X	
11-20 lbs.		X				Walk-Normal surfaces				X	
21-50 lbs.		X				Walk-Uneven surfaces			X		
51-100 lbs.	X					Walk-Slippery surfaces		X			
Over 100lbs.	X					Stand				X	
						Bend			X		
Driving						Other					
Automatic Trans			X			Keyboard/Ten Key				X	
Standard Trans	X					Fingering (Fine Dexterity)			X		
						Handling (grasping, holding)				X	
						Repetitive motion – Hands				X	
						Repetitive motion – Feet		X			