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**TANDEM PROPERTIES, INC.**  
**Basic Job Description**

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**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:** Full 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
  - Ensuring Residents receive follow ups to their maintenance/pest control requests and package deliveries
  - Create and disseminate monthly resident newsletters

- **Accounting:**
  - Accurately billing residents for PG&E usage and following up on delinquency
  - As needed, assist with coding invoices
  - Manage budget related to marketing and retention efforts
  
- **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.
  - Photograph, film, compile, and edit videos/marketing materials for property social media accounts
  - Track social media traffic statistics then post and promote materials accordingly for maximum engagement

- **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
  - Create and analyze surveys for resident feedback, compile data and adjust programming accordingly (resident needs and preferences change yearly)
  - Comfortable with conflict management and de-escalating, able to refer residents to appropriate upper management if needed
  
- **Specialty Training:**
  - Training other Customer Care Agents on how to tour, close, and utilize leasing tools
  - Staying up to date on Social Media related tools and changes to be able to train other Customer Care Agents
  - Serve as an assistant to Tandem's Social Media Coordinator on logistics of changes (e.g. IGTV, Promotion capabilities)
  - Able to assist with varied specialty projects as needed by Tandem directors
  - Design, curate, and/or create content for Tandem corporate social media accounts
  - Adobe is often the pilot property, be prepared to learn new programs and train sister sites on usage, as well as be follow up tech support

**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 • Familiar with or ability to learn iMovie, Canva, Ripl, and other media editing platforms
4. **Other Requirements** • Must have valid California driver's license • Must have current automobile insurance • Must be able to work Saturdays and some evening hours required

## Physical Job Description

<b>Job Title</b>	
<b>Typical Working Conditions:</b> (Describe environment including exposure to heat, cold, fumes, chemicals, allergens, mold, etc.)	Air-conditioned rental office Apartment complex grounds
<b>Equipment Used:</b> (List all manual and automated equipment used in the course of performing essential functions)	Computer Telephone Copy Machine Fax Machine
<b>Essential Physical Tasks:</b> (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
<b>Lifting/Carrying</b>						<b>Twisting/Turning</b>					
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			
<b>Pushing/Pulling</b>						Squat		X			
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		
<b>Driving</b>											
Automatic Trans			X			<b>Other</b>					
Standard Trans	X					Keyboard/Ten Key				X	
						Fingering (Fine Dexterity)			X		
						Handling (grasping, holding)				X	
						Repetitive motion – Hands				X	
						Repetitive motion – Feet		X			