
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
 - 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

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		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		
Driving											
Automatic Trans			X			Other					
Standard Trans	X					Keyboard/Ten Key				X	
						Fingering (Fine Dexterity)			X		
						Handling (grasping, holding)				X	
						Repetitive motion – Hands				X	
						Repetitive motion – Feet		X			