

Customer Support Specialist / Neighborhood Pay Services / Rent Assurance™

Summary Statement

Neighborhood Pay Services is looking for an energetic, customer-oriented individual to join our Customer Support team. You will provide front-line customer support via phone and email by interacting daily with apartment renters and leasing staff at professionally managed rental communities around the country.

Responsibilities

- Deal directly with renters and leasing staff via phone and e-mail
- Respond promptly to customer inquiries
- Handle and resolve customer questions within a 1-2 business-day turnaround
- Obtain and evaluate all relevant information to handle inquiries
- Direct requests and unresolved issues to the designated resource
- Keep accurate records of customer inquiries, interactions, and details of actions taken
- Communicate and coordinate with internal departments
- Follow up on customer interactions

Qualifications

- Passion for helping people
- Ability to handle confidential information and adhere to established protocols
- Strong time management/prioritization skills and multi-tasking ability
- Excellent editorial judgment and command of the English language
- Ability to work independently, anticipate problems and suggest solutions
- Proficiency with Word, Microsoft Office, Excel
- 2-3 years customer service experience in a non-retail setting
- Bachelors degree

In addition, the ideal candidate will demonstrate the following competencies:

- Flexible and open to change and new information; adapts behavior and work methods accordingly
- Recognizes own strengths and weaknesses; pursues self-development; seeks feedback
- Exhibits integrity through fair and ethical behavior toward others / demonstrated sense of corporate responsibility and commitment
- Treats colleagues with respect
- Can be relied upon to ensure that projects within areas of specific responsibility are completed in an appropriate and timely manner and acknowledges mistakes, learns from those events and is able to move forward productively
- Strong analytical skills: understands and utilizes metrics relevant to role
- Clear communication through expression of facts and ideas in a clear, convincing and organized manner
- Good business judgment when making decisions and always considers the relevance/impact of each decision on the business

Direct report to Director of Customer Service