

Title:	Property Management Assistant
Based at:	Isle Of Dogs
Hours of work:	(Rotational Shift plan between the hours of 8.a.m and 5.30.pm Monday to Friday)

Job Purpose:

This role is within the Communication Centre and supports a wide range of activities within Crabtree Property Management with responsibility for day-to-day pre-defined duties in order to allow departmental personnel to concentrate on providing a range of client/resident specific services and deal with strategic matters.

Main Duties and Responsibilities:

- In most cases first point of contact with clients and residents dealing with email, telephony, web and portal communication within agreed processes and guidelines.
- Support in raising work and key orders within authority guidelines with PM Department. (Site Visits and from forwarded estimates only – **not reactive unless an emergency**)
- Obtain quotations from contractors
- Contractor liaison and coordination regarding works orders
- Liaise with concierges/caretakers in respect of on-site issues
- Forwarding and on occasion dealing with Maintenance Requests from website.
- DVLA Traces (Abandoned Vehicles)
- Respond to pre-defined enquiries supporting all areas of the business within agreed processes and guidelines
- Produce standard letters only i.e. Re-charges, DVLA on instruction from PM's
- Filing, Archiving and Scanning as per agreed parameters

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Person Specification:

Knowledge and Skills attributes;

- Previous Contact Centre/Call Centre experience
- Excellent communication skills, both verbal and written
- Clear, concise and professional telephone manner
- Experience of listening and questioning with an ability to manage challenging situations
- Excellent customer service skills
- Ability to deal with inquiries and work as a productive member of a team in a customer focused environment.
- Confident user of Microsoft Office packages, including word, outlook and excel, databases, telephony systems and administrative procedures in a customer focused environment
- Good time management skills
- An effective team player - willing to help others
- A positive "can do" attitude
- A willingness to undertake further training including IRPM Foundation Exam

Desirable but not essential;

- Previous experience of working within a Property Management environment