

C+C Apartment Management LLC.

Customer Service Representative

C&C Apartment Management LLC, in business since 2004, manages the day to day operations of over 13,000 residential dwelling units across nearly 350 multi-family properties throughout the country with the highest concentration of properties located in New York City and the tri-state area. Currently, the C+C portfolio contains market rate, mixed market rate, affordable and full tax credit/affordable properties.

We are currently recruiting for an experienced Customer Service Representative for our Harlem office. The ideal candidate will be bilingual English/Spanish and will be responsible for providing effective service for all internal and external customers as well as providing administrative support as required.

Across our residential portfolio, C&C also has extensive portfolio and expertise in marketing and managing retail and parking garages. Some of the retail tenants and parking operators include Urban Food Market, Blink Fitness, Duane Reade, Imperial Parking, Sherman Parking and Central Parking. We currently provide management oversight for over 3,500 total parking spaces, as well as storage and bicycle rooms.

We pride ourselves in providing the owners with a full breadth of management services to improve and enhance a property's revenue, cost control measures, maintenance, financial reporting, and resident relations. C&C is recognized as an industry leader in regards to the management and operation of real estate.

Areas of Responsibility & Job Requirements:

- Respond to resident complaints expeditiously, professionally and with diplomacy.
- Apprise appropriate company personnel of any issues that may require additional support and attention.
- Provide timely and accurate information to incoming customer requests.
- Will assist in providing tenant ledgers, creation of family composition letters, work orders, community room bookings, preparation of Fed Ex envelopes.
- Must be able to retrieve, sort, log, and distribute company mail/parcels.
- Provide reception relief and administrative support as required.
- Job entails rotation of duties with other Customer Service Representatives.
- Must be bilingual English/Spanish.
- Must be customer centric with a "closer" mentality.
- Ability to handle high call volume while exercising diplomacy and tact.
- Impeccable verbal and written communication skills.
- Ability to proactively anticipate and solve problems.
- Strong organizational skills with attention to detail.

Preferred Background and Skills:

- Property Management Call Center experience is a definite plus.
- Proficient in Word, Excel & Outlook
- Knowledge of Yardi or other property management software preferred.

Years of Industry Experience Required:

- 2-5 years of Customer Service or Call Center experience.

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C&C offers competitive compensation and benefits and tremendous potential with a growing property management company.

C&C is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

Disclaimer: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Please submit a cover letter and salary requirements with your resume to lvarricchio@ccmanagers.com . Only those applicants under consideration will be contacted. If you are not contacted for this position, please accept our sincere thanks and appreciation for your interest. No phone calls please.