

Job Title	Customer Service Associate
Reports To	Community Manager
Department/Division	Operations

About Us

Greystar is a market leading fully integrated real estate company offering expertise in investment, development, and property management of multifamily residential properties globally. The European business is rapidly growing, and currently covers the UK and The Netherlands. In the UK, Greystar provides exceptional student accommodation through our Chapter platform, as well as an expanding portfolio of multifamily (build to rent) properties throughout London.

Our employees are the key to the success of our business with exceptional service at the heart of everything we do. This level of service is a result of their expertise, a solid understanding of the markets they operate in and a passion to provide outstanding experiences.

Our aim is to further expand across the UK and Continental Europe by hiring local talent and staying true to Greystar's core values of integrity, respect, professionalism, accountability, service and team work.

About the Role

Role Summary:

Works as part of a team to provide day-to-day management of the property and its community including marketing, building maintenance and tenancy administration and promotes and maintains an excellent resident experience in order to achieve occupancy and retention goals.

Key Role Responsibilities

- Works as part of a team, supporting and respecting other team members, to deliver exceptional resident living.
- Supports the creation of a positive, memorable experience for residents
- Delivers all aspects of customer service, including a comprehensive front of house service anticipating and exceeding resident expectations.
- Responds positively to customer queries and complaints, identifying and undertaking appropriate action in line with Greystar's complaints procedure.
- Supports events and activities within the Community
- Establishes and maintains relationships with University clients.
- Develops and maintains local knowledge and information resources relevant to resident needs i.e. travel, entertainment and amenities.
- Completes administrative tasks including logging of maintenance requests, filing and preparing notices and updating of databases.
- Undertakes marketing activities such as attending open days and leafleting to promote the property.
- Carries out sales and leasing activities including: viewings, following up on enquiries and sales conversions.
- Assists with summer Community preparations, including move-in and move-out processes.

This job description is not exhaustive; roles are expected to evolve and change over time as the business grows and develops, within reason of the original remit.

- Completes Health and Safety compliance activities in line with the Company's policies and procedures.
- Participates where required in an on call roster to provide out of hours emergency support for the Community.
- Chase outstanding rent arrears following rent collection procedures in meeting property targets.
- Promote tenancy extensions and other revenue streams such as vending
- Raise purchase orders in accordance with procedures
- Ensure tenant refunds are completed in a timely manner and in line with Greystar's policy.
- Look to maximise efficiency of utilities.

Organisational Responsibilities:

- Follows established policies and procedures by monitoring and ensuring compliance with regulatory requirements, organisational standards, and operational processes related to area(s) of responsibility and reporting violations or infractions to appropriate individual(s).
- Demonstrates appropriate safe behaviours in accordance with Company, property, and departmental policies, procedures, and standards by immediately reporting any mechanical or electrical equipment malfunctions, employee/visitor/resident injuries or accidents, or other safety issues to appropriate individual(s).
- Identifies areas for improvement, offers suggestions to improve efficiency and productivity, and implements ideas that achieve operational excellence.
- Keeps abreast of current changes in technology, processes, and standards within the industry and area(s) of responsibility by attending internal and external training classes.

Key Relationships:

- Onsite Team Members

About You

Knowledge & Qualifications:

- Good level of general education
- Proficient in the use of Microsoft office packages including Word, Excel and Outlook as well as other systems such as databases or booking systems (Training to be provided on in house systems)
- A knowledge and understanding of UK Health and Safety requirements and legislation

Experience & Skills:

Essential:

- Excellent customer service skills and significant experience in a customer facing service delivery role.
- Good team player with strong relationship building and influencing skills
- Ability to act autonomously, taking decisions and/or action when required.
- Fluent English verbal and written communication skills
- Excellent organisation skills with the ability to multi task and prioritise
- Numerical skills necessary to complete the above activities
- Self and culturally aware and able to adapt relationship building, communications and negotiation skills to suit audience
- Flexible approach to work and adaptable to thrive in a changing environment.
- Enthusiasm to deliver an exceptional experience to stakeholders and continuously improve knowledge of self and others

Behaviours & Values:

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- **Integrity** - We will stay true to the highest ethical standards and principles, and be honest, trustworthy, and humble in all of our words and actions.
- **Respect** - We will accept and value our individual differences and show genuine consideration for the thoughts, needs, and ideas of others. We value and encourage a work/life balance.
- **Accountability** - We will take responsibility and accept ownership for our words, actions, tasks, and results, and respectfully hold others to the same standard.
- **Professionalism** - We will proudly present a positive, dignified, and business-like image at all times through our appearance, behaviour, and interactions with others.
- **Teamwork** - We will work together to accomplish goals, solve problems, and enrich our work environment.
- **Service** - We will make service our top priority by giving our time, knowledge, and experience to serve the needs of our customers, community, and team members.

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