

Customer Service Representative – NOT A REMOTE POSITION

Job Type

Full-time

Description

Osprey Management has an immediate opening for a Customer Service Representative as member of our corporate sales/customer service call center team. The Customer Service Representative's primary role is responding to inbound calls to ensure a smooth rental/reservation process for potential self-storage customers. The Customer Service Representative will also take inbound calls regarding balance inquiries, payment transactions, general questions and complaints. As the first point of contact for customers The Customer Service Representative represents and protects the brand, ensuring each customer connection is professional and accurate. Our ideal candidate will exceed expectations by successfully renting units and providing customer retention by providing excellent customer service through active listening and aiming to resolve issues while being proactive, patient, empathetic, and understanding. We are looking for individuals with a positive attitude, outstanding customer service skills and a proven track record of sales success.

*****THIS IS NOT A REMOTE (WORK FROM HOME) POSITION. THIS IS AN IN-PERSON POSITION IN OUR SUMMERLIN, NV OFFICE*****

Customer Service Representative Compensation:

- Starting Salary of \$15-\$20 per hour
- Generous Monthly Bonus Opportunities
- Medical benefits in the amount of \$500 per month
- Dental, Vision and other supplementary benefits available
- Holiday Pay
- Paid Time Off (PTO)
- Work/Home Life Balance

Customer Service Representative Responsibilities:

- Provides exceptional customer service by responding promptly to all inbound customer calls regarding self-storage unit rental needs
- Establish, develop, and maintain relationships with current and prospective customers to generate business for our self-storage locations
- Maintains a high level of sales and customer service to meet occupancy standards determined by management
- Assists customers with determining rental unit size by working with customer's needs/demands
- Clearly communicates and demonstrates enthusiastic service
- Safeguards customer confidentiality and privacy in accordance with company and department standards
- Answers inquiries by clarifying desired information; researching, locating, and providing information
- Resolves problems by clarifying issues; researching and exploring answers and alternative solutions
- Accepts rent payments, sets up auto pay and collection calls on delinquent accounts
- Assists customers with any technical issues experienced with website
- Maintains company database by entering information into company programs
- Effectively communicates with management and fellow associates
- Works to retain customers who inquire about moving out of unit through open listening, negotiating, and review of customer issues

- Interprets rental contracts to customers based on expert knowledge of self-storage units
- Proficiently utilizes on-line reference materials relating to sales, payments and other general facility knowledge to provide confident, accurate, and efficient information.
- Develops and maintains product, procedural and technical systems knowledge
- Looks for opportunities to improve processes within team or department through root cause problem solving
- Participate in training of new service representatives through job shadowing, work review, and coaching and feedback
- Utilizes technical systems, effectively and efficiently, including desktop computer, call center specific phone systems and the internet
- Regular worksite attendance is required for this position-This is NOT a remote position
- Other Duties As Assigned

Customer Service Representative Qualifications:

- Call Center Customer Service Representative must be able to perform a variety of duties, often changing from one task to another, with frequent interruptions or distractions and within tight deadlines
- Excellent interpersonal, written, and oral communication skills
- Excellent listening skills and the ability to ask probing questions, understand concerns, and overcome objections
- Experience in Sales/Customer Service, or an aptitude for it
- Ability to connect with people over the phone
- A positive attitude and can contribute to our amazing culture
- Comfortable using Microsoft Windows applications
- Excellent listening skills and the ability to ask probing questions, understand concerns, and overcome objections
- Possess the eagerness and work ethic to succeed in a sales/customer service environment; a motivated self-starter
- Professional and friendly attitude and ability to quickly develop a rapport with customers over the phone
- Ability to learn and navigate new computer software systems
- Meet established productivity goals: sales, call handling time, records accuracy
- Ability to type 45 wpm+

Osprey Management is a full-service, commercial real estate firm that delivers highly specialized Property Management Services and focuses primarily on Manufactured Housing and Self-Storage. We own and operate over 75 properties across 23 states. Our goal at Osprey Management is to provide the necessary support, recognition, inspiration, and empowerment that allows our team members to succeed and create a legacy of their own. We recognize innovative and creative individuals who can launch themselves and us to success. We are always open to creating new roles to encourage personal growth within our company. The sky's the limit when you become part of the Osprey Management team!