



Customer service & collection intern

Spaxel owns, operates, and develops real estate projects leveraging technology & innovative operating models to create distinctive residences.

We are a young and lean team. In Prishtine we employ a centralized back-office handling tenant support, marketing, leasing, procurement, accounting, IT, interior design, and architecture.

Our Prishtina talent has years of experience in residential and commercial real estate development and operations. Extended time-zone working hours allow us to effectively respond to issues around the clock. Our young and energetic team manages our properties, people, tenants, and vendors digitally and our deployed technology allows us to run operations smoothly.

Job Summary

Resident Success Specialist is primarily a customer service and support role managing all daily interactions with our residents. Primary duties will consist of fielding all calls from our residents, assisting residents with any issues they have, recording and following up on all maintenance issues while coordinating with the field team, and outgoing calls for collecting rent.

Key Responsibilities

- Serve as Spaxel's primary point of contact for residents while developing a relationship with residents in your assigned properties.
- Communicate with residents regarding their issues and concerns, record their maintenance work order requests and follow up with the field team to ensure completion of work orders.
- Collect all monthly rent utilizing data and thoughtful collections strategies to hit collections targets.
- Issue and record monthly invoices to residents in the respective software system.
- Create various reports related to accounts receivables.
- Assist legal team with information and documentation regarding evictions.
- Assist with other duties for special projects as assigned by supervisor.



Job Requirement

- Effective communication and customer service skills.
- Computer literate, including Microsoft Office Suite.
- Internet navigation skills are required.
- 1 - 2 years of experience in customer service or debt collection is preferable.
- BA in finance, accounting, or other relevant fields is preferable.
- Experience using accounting software is preferable.
- Ability to work independently and as part of a team.
- Strong organizational and time management skills.
- Great attention to detail.
- Availability to work Monday to Friday from 2:30 pm to 11:00 pm.

What we offer

- An American experience in Kosovo
- Paid internship.
- Hybrid workplace
- Fast paced and dynamic environment with a young and talented team
- On the job training and opportunities for career development
- Hot and cold beverages
- Relaxation spaces and a game room
- Company socials and work parties
- Paid time off as per Kosovo Laws.

Figures

- **Position:** Costumer service & collection intern
- **Location:** Prishtine
- **Contract:** According to the Labor Law
- **Deadline:** 20.10.2022



Instructions for applying

Applicants should send their CV in English to **careers@spaxel.com**.

In the subject line, please specify the position you are applying for “Customer service & collection intern”. Spaxel will contact only short-listed candidates.