



Customer Service Specialist

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

We are seeking a Customer Service Specialist to oversee our rent stabilized portfolio of multifamily assets in Bronx, NY. The ideal candidate will have a strong analytical skill and soft skills and will be responsible for overseeing the day-to-day operations of the portfolio, ensuring that all properties are maintained and managed in compliance with applicable laws and regulations.

Key Responsibilities:

- Manage and oversee the day-to-day operations of the portfolio, including leasing, maintenance, rent collections, and tenant relations.
- Maintain a high level of occupancy and ensure that all units are leased in a timely manner.
- Coordinate with maintenance staff and vendors to ensure that all properties are well-maintained and that repairs are completed in a timely and cost-effective manner.
- Manage rent collections and delinquencies and take appropriate legal action when necessary.
- Oversee tenant relations, including responding to tenant concerns and complaints in a timely and professional manner.
- Ensure that all properties follow applicable laws and regulations, including rent stabilization regulations.
- Develop and manage budgets for the portfolio and ensure that expenses are within budgetary limits.
- Prepare monthly, quarterly, and annual reports on the portfolio's financial and operational performance.
- Maintain strong relationships with tenants, community leaders, and local government officials.



- Participate in local housing organizations and advocate for policies that support affordable housing.

Job Requirements

- At least 2 years of work experience in a similar field.
- Bachelor's degree in economics, Management or Business Administration.
- Must possess intercultural skills and demonstrate the ability to effectively work with all levels of company personnel.
- Excellent multitasking and prioritizing abilities
- Excellent written and verbal communication skills.
- Fast learner and collaborative.
- Ability to work under pressure and meet tight deadlines.
- Strong problem-solving skills and self-initiative.
- Proficient in Microsoft Office Package with special attention to Excel skills, and other related software and platforms

Figures

- **Position:** Customer Service Specialist
- **Location:** Prishtine
- **Salary:** Competitive
- **Contract:** According to the Kosovo Labor Law
- **Deadline:** 23.09.2024

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 Specialist".

Spaxel will contact only short-listed candidates.