



---

## Customer Service Specialist (English & Spanish Speaker)

### About Spaxel

Spaxel is a forward-thinking real estate company that owns, operates, and develops innovative residential projects. By leveraging cutting-edge technology and modern operational models, we create distinctive living experiences that stand out in the market.

With a centralized back-office located in Prishtina, we handle key operations such as tenant support, marketing, leasing, procurement, accounting, IT, interior design, and architecture. Our team in Prishtina brings years of expertise in real estate development and management, allowing us to respond effectively to tenant needs across time zones.

### Position Overview

We are seeking a highly motivated **Customer Service Specialist (Fluent in English & Spanish)** to join our team and manage our rent-stabilized portfolio of multifamily properties in the Bronx, NY. In this role, you will play a crucial part in maintaining high operational standards across our portfolio, ensuring legal compliance, and delivering exceptional tenant experiences. You will collaborate with teams across functions, utilizing your strong interpersonal, analytical, and organizational skills to ensure smooth day-to-day operations.

### Key Responsibilities:

- Oversee daily operations of a rent-stabilized multifamily portfolio, including leasing, tenant relations, rent collection, and maintenance coordination.
- Ensure high occupancy rates by facilitating timely leasing of available units.
- Collaborate with maintenance teams and vendors to ensure all properties are well-maintained and repairs are handled promptly and cost-effectively.
- Manage rent collections, resolve delinquencies, and take appropriate legal action when necessary.
- Act as the first point of contact for tenant inquiries and complaints, resolving issues in a timely and professional manner.
- Ensure full compliance with rent stabilization regulations and other applicable laws.
- Develop and manage operating budgets for the portfolio, monitoring expenses to ensure cost efficiency.
- Prepare regular financial and operational reports on portfolio performance.
- Build and maintain strong relationships with tenants, community leaders, and local government officials.
- Advocate for policies that support affordable housing by engaging with local housing organizations.

### Qualifications

- Fluency in **Spanish & English** is required to effectively communicate with tenants and stakeholders.
- A minimum of 2 years of experience in property management, real estate operations, or a related field.
- Bachelor's degree in Economics, Business Administration, Management, or a related field is preferred.
- Strong intercultural communication skills with the ability to collaborate with diverse teams and stakeholders.



- Exceptional organizational and multitasking abilities, with a proven ability to prioritize tasks and meet deadlines.
- Strong verbal and written communication skills.
- Problem-solving mindset with the ability to take initiative and work independently.
- Proficiency in Microsoft Office, especially Excel, and other property management software is highly desirable.

## What We Offer

- **Position:** Customer Service Specialist
- **Location:** Prishtina
- **Compensation:** Competitive salary package, commensurate with experience
- **Contract:** In accordance with Kosovo Labor Law
- **Work Environment:** Be part of a dynamic, forward-thinking team with a global impact.
- **Professional Growth:** Opportunities for learning, growth, and career advancement within an expanding real estate company.

## Instructions for applying

To apply, please complete the application by filling out the [Recruitment Application Form](#). If you have any questions, feel free to reach out to us at [careers@spaxel.com](mailto:careers@spaxel.com).

Only shortlisted candidates will be contacted.

**Deadline:** 01.11.2024