
Customer Support Specialist

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 centralized property management team supports on-site operations across a portfolio of multifamily residential properties, ensuring efficiency and operational excellence.

Position Overview

We are seeking a Customer Support Specialist to join our centralized property management team. This role supports on-site property managers by handling a wide range of administrative and operational tasks. The ideal candidate is highly organized, an excellent communicator, operationally minded, and a proactive self-starter. Previous property management experience is preferred but not required.

Key Responsibilities:

- Assist on-site property management teams with daily administrative tasks.
- Respond to resident inquiries via email, phone, and online portals in a professional and timely manner.
- Process lease applications, renewals, and move-in/move-out documentation.
- Manage work order requests, coordinate with maintenance teams, and follow up on service requests.
- Prepare and send notices to residents regarding community updates, lease terms, or payment reminders.
- Monitor and track rent payments, assist with delinquencies, and generate financial reports as needed.
- Maintain accurate records of leases, resident interactions, and compliance documentation.
- Support marketing and leasing efforts by managing online listings, scheduling virtual tours, and handling prospect inquiries.
- Coordinate vendor communications, contract management, and invoicing.
- Assist in reporting and data entry for property performance metrics.

Qualifications

- Excellent English communication skills (both written and verbal) are a must.
- Strong organizational skills with the ability to manage multiple tasks simultaneously.
- Detail-oriented and highly efficient in administrative work.
- Proactive and self-motivated with a problem-solving mindset.
- Ability to work independently and collaborate with remote teams.
- Familiarity with property management software (Yardi, RealPage, AppFolio, or similar) is a plus but not required.
- Basic knowledge of property management operations is beneficial.
- Proficiency in Microsoft Office Suite (Excel, Word, Outlook) and Google Workspace.

What We Offer

- **Position:** Customer Support Specialist
- **Location:** Prishtina
- **Schedule:** Monday–Thursday from 2:30 PM to 11:00 PM, with remote work on Fridays from 12:30 PM to 9:00 PM.
- **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.

Only shortlisted candidates will be contacted.

Deadline: 11.04.2025