

Job Title: Customer Support & Administrative Assistant

Location: Prishtina, Kosovo

Company Overview:

Spaxel is a leading owner, operator, and developer of multifamily housing, committed to providing high-quality living experiences for residents. Our centralized property management team supports on-site operations across a portfolio of multifamily residential properties, ensuring efficiency and operational excellence.

Position Summary:

We are seeking a professional, detail-oriented, and highly organized **Customer Support & Administrative Assistant** to join our NYC property management business. This hybrid role combines traditional front desk and administrative support with key responsibilities in property management such as tenant relations and rent collections. The ideal candidate will have strong communication skills, a customer service mindset, and the ability to manage multiple priorities in a fast-paced environment.

Key Responsibilities:

- Respond to tenant requests, ensuring follow-through or escalation to appropriate staff.
- Perform general office duties such as data entry, e-filing, scanning, and managing e-files.
- Draft and distribute resident correspondence including notices, memos, and reminders.
- Assist in the preparation of lease agreements, renewals, and other property-related documentation.
- Log and track maintenance requests and coordinate with vendors for scheduling and follow-up.
- Provide administrative support to property managers on special projects and day-to-day operations.
- Welcome and assist tenants, vendors, and visitors in a courteous and professional manner.
- Answer incoming calls and emails, route messages, and respond to general inquiries in a timely fashion.
- Accept rent payments from tenants at the front desk and provide official receipts.
- Supply rent breakdowns, copy of leases, and account summaries upon request.
- Manage calendars and schedule appointments for property management staff.



- Respond to and document tenant communication regarding rent, balances, and general account questions.
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Qualifications & Skills:

- **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.
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What We Offer

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

If you are a highly organized, ambitious, and detail-oriented individual looking to kickstart or grow your career in property management, we encourage you to apply!

How to Apply:

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: 01.07.2025

