

Rowley Properties, Inc. is looking for an energetic person to join our team!!

We are currently seeking a dynamic, outgoing part-time Customer Service Representative for our front desk. Our Customer Service position is the face of our company, the first person a customer meets or speaks to on the phone.

Candidates must be a strong team player who will demonstrate drive and initiative with a positive and professional approach. This position requires a strong attention to detail, good communication (written and verbal) and the ability to demonstrate problem-solving skills, to change direction in response to changing work situations, and to accommodate different working styles and cultures. The ability to support sensitive issues, deal with ambiguity, and exercise time management in order to prioritize workload is key. We seek an individual who demonstrates integrity, dependability and a track record of following through on commitments.

Rowley Properties is a third generation property development/property management firm. The Rowley's are unique as they redevelop the land they own over time to meet the needs of the community, a community they have proud to be a part of for over 57 years. Some recent developments are the Hilton Garden Inn, Issaquah John L Scott Building (Issaquah's first LEED GOLD Certified building on the valley floor). We own and manage a broad range of properties from RV parking to residential apartments.

RESPONSIBILITIES:

Front Desk-

- Greet visitors and customers at the front desk
- Serve customers by taking maintenance requests, giving directions, transferring interest in units, signing customers up for auto payment, printing payment coupons, inputting address and phone number changes, making keys, etc.
- Answer phones and direct calls on a multi-line system
- Process tenant payments (Cash, Credit Card, and Checks); close & transmit batch
- Maintain petty cash and make correct change
- Answer tenant account questions
- Prepare the daily deposit
- Vacate storage and RV tenants per our procedures
- Lease storage units and RV spaces
- Review availability list and follow up with people on the wait list

General Office Support -

- Provide word processing and spreadsheet support to management and property managers as needed
- Perform general clerical duties to include but not limited to operating the copy machine, fax machine, postage meter, and key cutting machines
- File, type, and data entry. Prepare correspondence
- Keep the office orderly and professional in appearance; prepare the office for business each morning and close each evening
- Prepare conference rooms for meetings, check conference rooms after meetings
- Process incoming mail and outgoing mailings

- Sign for and distribute UPS/FedEx/Airborne packages
- Restock forms supply, copy paper and fax paper daily
- Track, analyze and order office supplies to have items in stock at all times
- Coordinate office equipment service calls
- Update Rowley Properties scrap books
- Perform other duties as assigned

QUALIFICATIONS:

This is an entry/intermediate level non-exempt position typically requiring an associate's degree and 2 to 4 years of related experience (customer service, office, receptionist, accounting clerk).

The requirements listed below are representative of the knowledge, skill, and/or ability required:

- Possess excellent communication, written and verbal, and customer service skills
- Possess the ability to follow verbal and written directions such as procedures
- Be able to multi-task, organize/prioritize tasks and direct projects
- General accounting knowledge helpful, but not required
- Be proficient in Microsoft Office and ability to quickly learn new software programs.
- Ability to pass drug test, drivers' record check, credit check, reference check, and criminal record check.

HOW TO APPLY: Please email cover letter and resume in word or PDF format to csapplications@rowleyproperties.com by **5 p.m., Friday, February 10, 2012**. Position is open until filled.

To learn more about Rowley Properties, Inc., please visit www.rowleyproperties.com

Small Print – Disclaimer Text

Rowley Properties, Inc is an Equal Opportunity Employer

Location: Issaquah

Compensation: \$15/hr

Part-time Job

Schedule: 8 to 5 p.m., Friday, Saturday, Monday (opportunity for additional days, as needed)

Principals Only. Recruiters, please do not contact job poster

Please do not contact job poster about other services products or commercial interests

Please, no phone calls about this job