



P.O. Box 1200  
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## **CUSTOMER SERVICE SPECIALIST / PROPERTY MANAGER**

### **DESCRIPTION OF WORK**

#### **General Statement of Duties:**

This full-time position will be the main point-of-contact for Estes Park Housing Authority office, its applicants, clients, residents and the general public, as well as complete tasks for property management of 60 or less units. Provide excellent customer service to internal and external customers, detailed oriented, and well organized. Must be able to multi-task, possess strong time management, problem solving, and people skills.

Customer Service Specialist duties include, but are not limited to, the following:

- Main contact for applicants, clients, residents, and public
- Responsible for coordinating office operations
- Answers, screens, and directs incoming calls and guests
- Provides accurate information about EPHA products, services, properties, and policies
- Manages office equipment, supplies, forms, brochures, website, and bulletin boards
- Responsibility to input, track, maintain, update, and purge wait list date base
- Create and manage Social Media Account(s)

Property Manager duties include, but are not limited to, the following:

- Professional, timely, and accurate management of resident matters
- Maintain current compliance, to include inspections, qualifying, and input of data in management software (HAB)
- Coordinate and maintain full lease-up, annual recertification, and rent collection processes
- Manage work orders and oversee maintenance needs with internal staff and external contractors
- Post payments and balance property bank statements monthly
- Enforce provisions of lease and community rules, in addition to Estes Park Housing Authority's policies, procedures and guidelines
- Effective, responsive, and professional interactions with the public and prospective applicants through in-person, in writing and over the phone interactions
- Maintain and grow skills to meet current regulations and policies through trainings and conferences
- Other duties as expected from a Property Manager

Some travel required

**Supervision Received:**

Reports to the Executive Director and Housing Supervisor

**ESSENTIAL FUNCTIONS OF THE JOB**

**Minimum Qualifications (Required Knowledge, Skill and Ability):**

1. Property Management skills
2. Experienced in providing excellent customer service, in person, in writing and over the phone
3. Skilled in accurate typing, filing, data entry, and timely follow through
4. Ability to learn computer programs as well as currently possess skill in Microsoft Office and Gmail
5. Ability to actively listen, problem solve, and handle conflict positively
6. Ability to maintain confidentiality and comply and incorporate current rules, policies and requirements
7. Ability to establish and maintain effective working relationships with other agencies and the general public.

**Education/Experience Qualification:**

High School graduate or equivalent

Bilingual proficiency preferred

Work is characterized as being public orientated through effective public relations. Employee must interact with program participants, other EPHA, LHA and Town of Estes Park personnel, Board Members, as well as other members of the public. Employee must display a professional attitude in working with residents, all staff and agencies.

**Hiring Salary:**

\$32,000 to \$36,000