



JOB ADVERT - Details

Company:	CRABTREE PROPERTY SERVICES
Role title:	Property Management Assistant
Internal Reference Number:	N/A
Closing date:	On- Going
Salary:	£23,000 - £25,000/annum + bens
Working Hours:	Rotational Shift plan between 8.00am and 5.30pm Monday to Friday
Temporary / Fixed Term / Permanent contract:	Permanent
Location:	Finchley, Greater London N3
Contact details for applications:	MARCO ARNALDI with CVs sent to: marco.arnaldi@crabtreeproperty.co.uk
Role description:	<p>Excellent career growth opportunity to join our team and become part of a Property Services group which collectively manages 55,000 homes across England and Wales</p> <p>We have the widest reach of any managing agent in the UK, with nine wide-spread regional offices providing a full management structure for our clients.</p> <p>The role:</p> <p>This role is within the Communication Centre and supports a wide range of activities within Crabtree Property Management with responsibility for day-to-day pre-defined duties in order to allow departmental personnel to concentrate on providing a range of client/resident specific services and deal with strategic matters.</p>

	<p>Main duties and responsibilities:</p> <ul style="list-style-type: none"> • In most cases first point of contact with clients and residents dealing with email, telephony, web and portal communication within agreed processes and guidelines. • Support in raising work and key orders within authority guidelines with PM Department. (Site Visits and from forwarded estimates only – not reactive unless an emergency) • Obtain quotations from contractors • Contractor liaison and coordination regarding works orders • Liaise with concierges/caretakers in respect of on-site issues • Forwarding and on occasion dealing with Maintenance Requests from website. • DVLA Traces (Abandoned Vehicles) • Respond to pre-defined enquiries supporting all areas of the business within agreed processes and guidelines • Produce standard letters only i.e. Re-charges, DVLA on instruction from PM's • Filing, Archiving and Scanning as per agreed parameters <p>Person Specification:</p> <p>Knowledge and Skills attributes;</p> <ul style="list-style-type: none"> • Previous Contact Centre/Call Centre experience • Excellent communication skills, both verbal and written • Clear, concise and professional telephone manner • Experience of listening and questioning with an ability to manage challenging situations • Excellent customer service skills • Ability to deal with inquiries and work as a productive member of a team in a customer focused environment. • Confident user of Microsoft Office packages, including word, outlook and excel, databases, telephony systems and administrative procedures in a customer focused environment • Good time management skills • An effective team player - willing to help others • A positive "can do" attitude
--	---

	<ul style="list-style-type: none">•A willingness to undertake further training including IRPM Foundation Exam <p>Desirable but not essential;</p> <ul style="list-style-type: none">•Previous experience of working within a Property Management environment
Company website (optional):	www.crabtreeproperty.co.uk