

CUSTOMER SERVICE REPRESENTATIVE

The Daniels Corporation builds with a passion for creating vibrant communities in every sense of the word. Daniels looks beyond the bricks and mortar, including social, cultural and economic infrastructures that will create a unique sense of place. This commitment has been an integral part of Daniels' corporate philosophy for over 34 years. Daniels has built more than 27,000 award-winning homes and apartments, master-planned mixed-use communities, and commercial and retail spaces, and has earned its standing as one of Canada's largest and preeminent builder/developers.

Daniels is looking to recruit a full-time, permanent Customer Service Representative for their Gateway Rental Division in the Mississauga office. The individual will report to the Manager of Gateway Operations and will be responsible for customer service within the Gateway division.

Responsibilities:

- Receive and respond to maintenance requests and tenant inquiries via email, fax, telephone & Property Managers (PM)
- Research tenant complaints and troubleshoot with tenants via phone and email; assess urgency of maintenance requests and schedule accordingly
- Responsible for issuing and obtaining approvals from PM for tenant work order requests for investment properties
- Issue work orders for handymen; advise tenants of scheduled appointments; confirm completion of work
- Request quotes from trades; issue purchase orders to trades
- Schedule appointments with trades and advise tenants; confirm completion of work
- Communicate with handymen and trades regarding work required/completed to explain scope of work to tenants
- Work with building PMs to ensure we are compliant with all building regulations as it pertains to service work
- Prepare notices of entry for service team, trades and Property Managers
- Prepare notices for Spring/Fall inspections; create and update spreadsheets with inspection findings and notify PMs of any "flagged" units; schedule follow up service appointments
- Notify PMs of any possible tenant damage and provide back up for tenant charge backs
- Enter all work order information in Yardi daily
- Prepare weekly service report for team meeting
- Prepare monthly unit turnover paperwork and send to appropriate trades/service department
- Prepare yearly Turnover reports

Requirements:

- Able to work in a fast-paced team environment
- 2-3 years in a similar customer service role required

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- Must excel in patience and professionalism
 - Must have a good understanding of Microsoft Office suite (Outlook, Word and Excel)
 - Must have excellent communication and writing skills
 - Strong organizational, analytical and problem-solving skills is required
 - General construction and maintenance understanding is an asset

The Daniels Corporation welcomes and encourages applications from people with disabilities. Accommodations are available upon request for candidates taking part in all aspects of the selection process.

If you are interested in this position, please send your resume to Ginette Battikha, Manager of People and Culture at gbattikha@danielscorp.com by November 8, 2017.

We thank all applicants for their interest in this position, however only applicants selected for an interview will be contacted.