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**Job Title:** Customer Service Representative  
**Reports to:** Area Coordinator



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**Responsibilities:**

- Ensure the health, comfort and safety of our Customers
- Ensure daily communication with all site Associates
- Collect rent and follow up on defaults
- Ensure vacancy is within guidelines for each site (minimized) by effective service to potential and existing customers
- Inspections of vacant and upcoming suites
- Lease and show suites
- Ensure all rental enquires are answered within the guidelines provided
- Annual suite inspections
- Prepare and deliver bank deposits
- Administrative duties including processing paperwork for site and other Associates
- Ensure contractors arrive as per scheduled timelines and complete their work as pre conditions of the contract
- Ensure proper and accurate inventory management
- Snow removal
- Complete other tasks assigned by the Area Coordinator

**Experience and Educational Requirements:**

- 2 years Customer Service Experience preferred

**Technical Requirements:**

- Computer experience is required with web based programs preferred
- Ability to learn and adapt quickly to changing systems and new technology

**Non-Technical Requirements:**

- Strong commitment to providing excellent customer service
- Ability to take responsibility for all actions and decisions and to follow through until a resolution is obtained
- Excellent listening and telephone etiquette skills
- Exceptional problem-solving and decision-making capabilities
- Strong planning and organizational skills coupled with ability to multi-task and prioritize
- Excellent time-management skills
- Ability to handle sensitive and confidential matters
- Ability to remain calm and in control of a situation while still maintaining patience, empathy and understanding
- Ability to work independently (self managed) and with other Associates in a team environment
- Ability to learn quickly, adapt to change and be flexible in nature
- Displays a high level of initiative and commitment to success (striving toward Boardwalk's mission statement)
- Demonstrates a positive attitude, enthusiasm and assertiveness
- Ability to spend up to eight hours walking, standing, climbing stairs, lifting
- Ability to maneuver or lift up to 10kg with the proper equipment

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