

Shorenstein Realty Services, L.P.

Job Title: Tenant Services Coordinator

City, State, Zip Code: Lake Oswego, OR 97035

Summary

This position is responsible for communication and coordination with tenants, vendors and building staff on site on a wide range of building issues; administrative functions relating to the daily operation of the property; and, administrative and project support to the Property Manager and Assistant Property Manager.

Essential Duties & Responsibilities

- Anticipate and respond to customer needs demonstrating professionalism, courtesy, and sensitivity in all contacts. Answer telephones professionally and promptly and refer callers appropriately.
- Receive, track, prepare and/or process purchase orders, work orders, service agreements, and vendor invoices, prior to all invoices being received.
- Prepare Tenant Service Requests (TSR's) and input into the tenant service request system.
- Process accounts receivable including the timely application of cash and credits on a daily basis in an accurate and timely manner.
- Coordinate tenant events and prepare correspondence to tenants and vendors as directed by General Manager, Property Manager or Assistant Property Manager.
- Maintain current, accurate and complete tenant and vendor certificates of insurance through BCS tracking system.
- Open, date stamp, and appropriately distribute all incoming mail from all sources. Schedule and coordinate General Manager's or Property Manager's agendas.

Essential Skills and Qualifications

- Minimum one year of customer service experience, preferably in a professional business environment.
- Working knowledge of general office procedures and customer services principles.
- High School Diploma or general education degree (GED).
- Proficient in Excel, Outlook and MS Office.
- Experience with accounts payable and accounts receivable desirable.
- Experience with Yardi desirable.
- Property management experience desirable.

Please submit your application online at:

<https://shorensteinrealty.hua.hrsmart.com/hr/ats/Posting/view/149>