

Customer Service Representative

Department: Properties Date: May 1, 2019
Division: Commercial, Self Storage Reference No. BC-PRPCOM-190501
Position Type: Full-time & part-time opportunities
Location: Surrey, BC

Position Profile

You are a dependable, energetic, outgoing self-starter who has excellent customer service skills and the ability to work independently. You are committed to customer satisfaction while maintaining business relationships for new and current customers. You pay close attention to details and are able to operate standard computer programs.



Duties & Responsibilities

- Provide outstanding customer service in a professional manner;
- Handle telephone, email, and walk-in inquiries in a pleasant business manner;
- Able to multi-task and use initiative while working unsupervised;
- Maintain appearance and amenities of facility including cleaning of vacated lockers, office and restrooms;
- General management of office including but not limited to opening and closing the office on time each day, keeping and balancing petty cash, and preparing daily, weekly and monthly reports as required by management;
- Show, rent and clean self-storage units;
- Effectively communicate with manager and fellow associates; and
- Perform other duties as necessary.

Qualifications

- Customer service experience
- Working knowledge of Microsoft Outlook, Excel and Word
- Ability to work without supervision

Education

University or college degree or diploma considered an asset



About IOM

We are Isle of Mann—a vertically integrated group of real estate professionals committed to community growth and business success through disciplined investment and mindful development. Integrity, humility and respect are at the core of who we are.

Our Properties department know that diligent management practices lead to high-performing assets. Our experienced asset and property management professionals regularly monitor portfolio performance and property maintenance, and are practiced in leasing and operations to ensure secure tenants and maximum cash flow.

Working at IOM

We are a family—and like family, we support one another and take pride in each other's success. But also like a family we have high expectations of each other. We work toward ambitious goals that demand top performance at all times—then we strive to do better.

We recognize that talented people want to create and make an impact. To this end, we invest wholeheartedly in the entrepreneurial strength of our team by supplying the tools, training and unfettered access to senior leadership for support and mentorship. As a result, IOM employees are largely self-sufficient, quick learners who can hit the ground running.

We work in cross-functional teams that are driven by results. We check our egos at the door and rely on direct communication. We are casual and approachable, but always professional. We take pride in our work by executing with competence and care. We are passionate about what we do and live for a challenge.

Please submit resume and cover letter to Careers@IOMPropertyGroup.com with the title of the position in the subject line.

Please, no unsolicited resumes or phone inquiries from agencies. View our [Policy on Unsolicited Resumes](#) on our website.

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

Isle of Mann is an equal opportunity employer.