

## Client Services Coordinator

### Summary

The Client Services Coordinator directly supports the commercial property management team in coordinating the day-to-day activities of the building staff and addressing the needs of the tenants. The Client Services Coordinator is expected to develop and maintain excellent relationships with tenants, vendors, and internal and external customers, while also being accountable to management for ensuring that issues and needs are responded to and resolved by the appropriate individual, department, or service. This position requires a well-organized, professional individual who possesses a strong initiative and can adapt well to a fast-paced environment. An aptitude for information management, general office management, and clerical support tasks are essential to this role.

### Job Responsibilities (responsibilities may include but are not limited to the following)

- Serve as the first point of contact for tenant service calls, requests, and problem solving
- Direct tenant service requests to the appropriate department or individual for completion in a timely manner
- Assist in the marketing strategy of properties, the creation of the information brochure and the distribution of such items to interested brokers.
- Promptly respond to emails and phone calls from tenants; provide information in a polite, upbeat, professional manner
- Prepare correspondence and schedule appointments for tenants and clients
- Maintain scheduling of building conference room
- Lend administrative support to managerial staff
- Order supplies and perform various administrative tasks for clients
- Enter and maintain work speed requests; run reports for management on status of such requests, as needed
- Sort and distribute all incoming correspondence
- Assist management in preparation for meetings, property showings, and client calls
- Conduct all duties in accordance with company policies and procedures, the Fair Housing Act, employment law, the Fair Credit Reporting Act, EPA and OSHA regulations, and all other laws pertaining to residential property management
- Perform other duties as assigned

### Performance Objectives (objectives include but are not limited to the following)

- The 7 Core Values that Crawford Hoying has established to maintain its desired culture
- Scheduling response time
- Flexibility and effectiveness in handling challenging situations
- Tenant retention and customer service feedback

### Preferred Knowledge, Skills, Education, and Experience

- Experience working in a sales or customer service environment
- Exceptional customer service orientation and a dedication to meet and exceed customer expectations
- A sense of urgency when addressing tenant needs and resolving issues
- Strong analytical, organizational, problem-solving, and multitasking skills
- Good written and verbal communication skills
- Basic math and computer skills
- Working knowledge of or ability to learn property management software
- Proficiency with Microsoft Office products, including Excel
- Valid driver's license and reliable transportation
- High school diploma or equivalent

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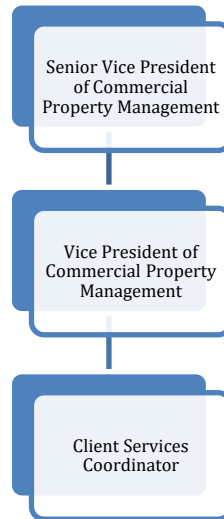
[www.crawfordhoying.com](http://www.crawfordhoying.com)

**Work Environment**

The Client Services Coordinator interfaces with external and internal customers, tenants, employees, and vendors on a regular basis. Work hours are typically 8:00 am to 5:00 pm. This employee may need to work after hours, as needed. The Client Services Coordinator should be flexible and readily available depending on the needs of the tenants, clients, and department.

**Reporting Structure**

The Client Services Coordinator reports to the Vice President of Commercial Property Management.

**Physical Requirements**

This employee's physical condition and performance must be sufficient for the consistent and successful completion of the responsibilities and professional standards defined for this position. This position frequently requires standing, walking, sitting, reaching with hands and arms, stooping, kneeling, crouching, or crawling, and may require lifting and/or moving up to 25 pounds. The Client Services Coordinator must be able to drive during the course of work.

**If you are interested in applying for this position,  
please email your resume to [hr@crawfordhoying.com](mailto:hr@crawfordhoying.com).**