



# PACIFIC NORTHWEST TITLE

## **Customer Service Representative - Guest Relations**

Non-Exempt/Hourly

**Reports to: Operations Manager/COO**

### **Summary:**

The Customer Service Guest Relations (CSGR) position provides an unforgettable and exemplary experience to all clients and visitors, as they provide excellent customer and administrative services in support of all departments within PNWT. This position requires an outgoing and friendly personality coupled with excellent computer skills and a desire to provide the very best service to all, whether client, visitor or staff. Requires the ability to multi-task while maintaining a calm and constructive demeanor. The core duties of the CSGR will facilitate a comfortable, welcoming and friendly atmosphere of proficiency and structure to the title & escrow experience.

### **Core Duties & Responsibilities:**

- Promptly acknowledge and greet visitors, clients and staff
- Possess a positive and enthusiastic attitude and demeanor at all times
- Graciously receive and check in, all closing appointments addressing any need for the use of facilities or beverages while they wait
- Completes Customer Service requests in a timely manner which include the following:
  - Listing packets
  - Deed information
  - Labels/farm requests
  - Area guides and home books
- Operates the main switchboard by professionally administering incoming phone calls, answering incoming questions and directing callers to the appropriate employee/department.
- Monitor the General Voice Mail
- Deliver all UPS/FedEx deliveries promptly to appropriate departments/recipients
- Maintain Lobby & Coffee Bar appearance and cleanliness
- Promptly clean signing rooms after every signing
- Maintain employee list for anniversaries and birthdays, routing cards when needed
- Sort and distribute agent sales anniversary reminders to Sales Representatives
- Create address labels for buyer signings
- Monitor front desk inventory
- Monitor document supply levels on hand
- Maintain class rosters for Clock Hour Classes
- Maintain Ins / Outs Calendar
- Monitor Vacation & Leave Calendars for off-site training, vacations and sick calls

### **Skills/Qualifications/Qualities:**

Must have a foundational knowledge of (or transferrable skills needed to attainment knowledge), regarding escrow & title services and products, real estate transactions and legal descriptions.

- Ability to set priorities, and adjust them as new circumstances develop, to maintain efficient daily productivity levels
- Basic knowledge of real estate & financial practices

- Ability to utilize sound assessment, observation & communication skills to appropriately and efficiently handle the requests from clients, agents, visitors and vendors, and/or to route their inquiries appropriately for resolution
- Ability to read, assess and accurately disseminate pertinent information
- Must be able to assess need and route requests to appropriate party(ies) for resolution or dissemination of information CSGR's may not have available to them or not have knowledge of.
- Possess excellent communication and interpersonal skills and assessment capabilities
- Professional appearance, demeanor, communication and awareness of acceptable standards
- Excellent time management
- Excellent relationship building skills
- Flexibility and personal awareness; intuitively providing services as requested
- Must have a working knowledge of Windows Software and be able to learn navigation of new software systems and on line search engines
- Basic administrative, reception and bookkeeping skills
- Excellent encouraging and friendly demeanor that expresses a desire to meet a client's/visitor's needs and perform at highest level
- Must possess a positive attitude and enthusiasm while working under deadlines in a fast paced and evolving work environment
- Must be detail oriented, thorough and maintain a neat and orderly work space
- Prior Title and/or Escrow or industry experience highly preferred