



## Customer Service Coordinator

**Location: Leeds Head Office, LS1**

**Department: PRS**

**Salary: Competitive Package**

### Who are we?

LIV Group is increasingly recognised as being the market leading consultancy and management operator for the Build-to-Rent sector. This is a relatively new market with major UK and international investors now targeting the private rented sector with the design and build of residential developments designed specifically for long-term rental.

### The role

Due to our continued growth and rapid expansion, LIV is looking to recruit a Customer Service Property Manager to join our Head Office in Leeds. Reporting to the Senior Customer Service Coordinator, you will be a key telephone contact point for the residents of buildings we manage and will play an important role in meeting customer expectations.

Responsibilities will include preparing contracts and other paperwork relating to new and closing tenancies along with management and coordination of maintenance issues, which will include liaising with the maintenance team, residents and building owners.

This is a fantastic opportunity if you are looking for a role where you will be recognised and with the potential to grow. In return for your hard work, commitment and expertise we offer a competitive package, opportunities for career development and superb offices within a short walk of Leeds train station.

### You

You are extremely well-organised, with excellent administrative skills along with a good eye for detail. You are flexible and cooperative and enjoy working as part of a team. You must be a strong communicator with natural customer service skills. A background in the property sector is important and you definitely need to be able to work under pressure to tight deadlines!

It is essential that you have the ability to build excellent relationships because you will be an important touch point in our business representing our own and client brands. This is an exciting role that could take you places but you need to be willing to go the extra mile!

### Key responsibilities will include:

- Ensuring contracts are signed correctly and bond/first months' rent have been received prior to tenants moving in
- Issuing and ensuring timely return of renewal AST terms



- Ensuring that landlords/tenants comply with their obligations, enforcing the terms of the AST as required
- Managing landlords/tenants queries and requests including any issues or complaints
- Liaising with credit controllers relating to rent arrear payments and statutory notices

**The successful candidate will have experience of residential portfolio management and residential lettings with a strong customer service focus**

**Can you make a difference? Apply now!**

*Please send your CV and covering letter to [residential.recruitment@liv-group.co.uk](mailto:residential.recruitment@liv-group.co.uk)*