

SUITE · HOME

CORPORATE HOUSING

Guest Service Coordinator

Position Summary: A Suite Home Account Coordinator is responsible for overseeing a reservation once the booking is made by an Outside or Inside Sales Representative. Responsibilities include sending out & receiving back leases & lease addendums, sending reservation confirmations, following up with the clients to make sure they understand the move-in/corporate housing process, confirming departures, and follow up with customers upon departure. Building strong client relationships and communicating with your team is essential to this job position. This representative will also be responsible for providing support to the both the Sales & Operations teams.

Full Time Position: Monday-Friday, 8:30am-5pm

Office Location: 1250 N LaSalle, Suite 1, Chicago, IL 60610 (Old Town)

Primary Duties and Responsibilities:

- 1) Assuming a sales lead once the client confirms they would like to book an apartment
- 2) Sending leases, lease addendums and any other paperwork needed to complete a reservation
- 3) Once a lease is confirmed, sending confirmation paperwork and following up with guest via email and phone call to make sure they understand their arrival instructions
- 4) Ensuring on day of arrival that the apartment is ready and move in packets are sent out
- 5) Updating account information and billing for our accounting teams
- 6) Updating client notes in our custom reservation system
- 7) Assigning leads to sales teams
- 8) Providing inspection photos and inspection lists to corporate clients prior to check-in
- 9) Speaking to guest upon arrival to make sure they are satisfied with their apartment stay
- 10) Sending departure letters and following on Notices to Vacate
- 11) Follow up survey and questionnaire upon departure
- 12) Assisting Sales & Operations Staff to better understand each reservation

Success Behaviors/Work Habits:

- 1) Has the ability to move quickly from one activity to another on a regular basis.
- 2) Achieves results and meets deadlines that are set by company and self.
- 3) Maintains an optimistic outlook towards all activities, including many social interactions. Maintains a high level of positive self-confidence.

Performance Measurements:

- 1) Achieves or exceeds all daily, weekly, monthly, quarterly and annual objectives.
- 2) Reports on activities and consistently documents activities according to company policies and procedures.
- 3) Operates in a timely and consistent manner.

Experience:

Previous customer service experience is a plus. Sales experience in multifamily housing, hotel or corporate housing is also a plus. Proficient personal computer skills including electronic mail, record keeping, routine database activity, word processing, spreadsheet, graphics, etc.

College degree is preferred.

Strong communication skills

Midwest/Local familiarity a plus

Benefits:

Competitive Compensation

Paid Vacation and Holidays

Health Insurance

Opportunity for Bonus

Please email resumes to careers@suitehomechicago.com or fax (312) 638-0892