



Customer Service Specialist I

Job Description

Reports to: Deputy Director of Finance

Supervises: None

Responsibility Level:

Entry-Level position, 40 hours per week, starting at \$15.00 per hour with benefits including FRS retirement. We are seeking an energetic, organized, self-starter to maintain property and manage a one-person office 5 days per week at a Self-Storage Facility located on Merritt Island.

Essential Job Duties:

- Provide excellent customer service by phone and in-person.
- Process payments from tenants and make bank deposits.
- Assist with monthly billing and collection efforts by processing mailings and making phone calls.
- Maintain lease files for each tenant including current contact information.
- Conduct inspections and submit work orders for repairs (as needed).
- Restrooms cleaned and mopped (twice daily if needed).
- Interior hallways swept, unit doors cleared of dirt and spider webs (once or twice a week as needed).
- Driveways blown off (once or twice a week as needed).
- Trash along driveways, hallways and parking areas picked up daily.
- Front of building blown off daily as that is the main entrance to the office.
- Entrance doors cleaned with glass cleaner (as needed).
- Office vacuumed and cleaned (once or twice a week as needed).

Skills and Qualifications:

- This is an entry level position requiring a high school diploma or receipt of equivalent general education diploma (GED) and current valid Florida Driver's License without suspension. EEOC
- Must be able to effectively use a computer and software programs such as Microsoft Office.

Physical Demands:

Employee must be able to stand, walk, sit, talk and hear, use hand to finger, handle or feel; climb or balance, stoop, kneel, crouch or crawl and reach with hands and arms. Vision requirements include close vision, distance vision, color vision, peripheral vision and depth perception.

Work Environment:

Office environment with multiple daily interactions with customers.

Salary Range: \$15.00 per hour - \$20.00 per hour (Level 1/2)

Benefits:

Position is afforded a benefits package provided by the Titusville-Cocoa Airport Authority.