

Client Response Representative – Career Building Opportunity, Bayonne NJ

Company Overview

First Allegiance is an established, woman-owned, property service firm located in Bayonne, NJ. We maintain and service bank-owned residential properties throughout the United States via an extensive network of contractors. First Allegiance is a forward thinking company with a reputation for creativity, quality service, and professionalism. We are a growing company with a deep appreciation for excellence in employee performance. Please visit www.firstallegiance.com to learn more.

Job Responsibilities

The Client Response Representative will manage, research, and effectively respond to client work-order escalations and requests both in writing and via phone. They will represent and support our company's efforts to maintain various multi-million dollar client relationships when properties are in hard to service areas, when volume demands peak, and when service is delayed due to vendor issues. This a long-term high stakes position in a fast paced and expanding environment. There will be many opportunities to develop a multitude of skills and grow as a professional. Team members will be trained/developed to accomplish various tasks including:

- Act as escalation contact for clients and contractor network
- Quickly respond to and manage work-order escalations and requests via email and phone
- Manage and maintain positive client relationships through service delays and quality issues
- Maintain and continuously update ticket system
- Research root cause of service delays and work order delays
- Expedite services throughout the company and contractor network; confirm and vigorously follow up
- Solicit and review photo documentation to confirm work completion
- Identify and resolve quality control issues; order correction jobs; resolve property related issues
- Ensure quality standards are being met by team members and contractors
- Report on team performance; identify and present patterned issues and client risks to management
- Provide input and recommendations during meetings and while providing updates
- Strategize and partner with management team to continually improve operational performance
- Occasional travel to client offices for training and meetings

Job Requirements

- 5-8 years relevant client serving experience
- Proven success meeting client demands and timelines
- Exceptional/persuasive written and verbal communication skills;
- Calm, effective, and professional under pressure
- Goal orientated, driven, tenacious, and resourceful
- Research, analytic and critical thinking skills; problem solving abilities
- Team player; positive approach; customer oriented
- Basic knowledge of construction/systems found in single family homes.
- Additional hours/rotating Saturday morning coverage required during peak production periods
- Local candidates preferred

Package Overview

- Full time; 37.5 hours per week; overtime rate after 40 working hours
- Competitive salary commensurate with experience
- Paid Time Off plan that grows with longevity; paid holidays; perk programs
- Medical, dental, and vision offerings (with employee contributions)
- Medical and dependent care FSA offerings
- Matching 401(k) retirement offering
- Team building and employee appreciation events
- Career growth and development opportunities

To apply, please visit www.firstallegiance.com/employment.

***Additional Keywords:** Customer, client, service, representative, liaison, relationship, account manager executive, vendor management, call center, phone, administrative, admin, assistant, sales, real estate, property management, property preservation, reo, real estate, default, construction, Staten Island, Jersey City, Hudson County, team, lead, leadership, leader, collections, quality control.*

***Equal Opportunity Employer:** As an equal opportunity employer, our employment practices are in accordance with the laws that prohibit discrimination due to sex, race, religion, creed, color, national origin, ancestry, physical or mental handicap or disability, medical condition, marital status, sexual orientation, sexual identity, sexual expression, genetic composition, familial status, domestic partner or civil union status, veteran's status, age or any other basis made unlawful by federal, state or local law or ordinance or regulation.*