

## Guest Services Representative (Day-Shift)

Florham Park, NJ

### **Key Responsibilities**

From a service prospective, you will be responsible for assisting current residents with any work orders, area information, directions, or dining recommendations. You must be able to give driving directions to clients and residents so they can find their way to our community and to area points of interest. You must have strong organizational and multi-tasking abilities, be detail oriented, and urgent follow-up skills. You must have a desire to assist others and provide superior customer service, respond quickly to all guest needs, have the ability to market the property to prospective residents and to close leases, and be available to work flexible shifts.

Our No. 1 priority at AVE is to ensure our residents' needs are met and their high expectations exceeded. Our team members must have a desire to provide an exceptional level of service. You must possess a positive attitude and passion for success.

AVE is owned and operated by Korman Communities. The Korman family has been breaking barriers in the apartment industry since it pioneered the furnished apartment in the United States at The Plaza in Philadelphia in the 1960s. Our brand has a solid reputation of creativity, integrity, market savvy and proven performance in the real estate and investment arenas.

### **Requirements**

Must be available to work the required 9:00am-6:00pm Monday through Friday day shift schedule.

The ideal candidate may not necessarily have an apartment/hospitality background; however, they should have a minimum of 2-3 years of customer service and face-to-face client relations. Additional qualifications include excellent verbal and written English communications skills, outstanding customer service and organizational skills, a willingness to go above and beyond the call of duty, must love customer service and find satisfaction in trying to achieve the "impossible," be able to work independently and within the team, and demonstrate computer knowledge, especially Microsoft Word.

A very high level of inter-personal skills is a MUST.

### **Company Culture**

AVE is a division of Korman Communities. For more than 100 years, our fourth-generation, family-owned-and-operated company has been providing seamless living, exceptional service, and unparalleled amenities at our sophisticated communities.

We recognize our most important asset is our team members. We provide the opportunity to achieve success and excel within our continuously expanding company. We commit to team members who embrace our values and promote our reputation for excellence.

### **The Perks**

- A competitive salary
- A comprehensive benefits package including PTO, medical, vision, dental, and 401k
- A fun, positive work environment
- Growth opportunities. We're growing and you'll grow with us, if you prove to be a valuable member of our team.

Visit our website at [www.aveliving.com](http://www.aveliving.com).