



STRATHALLEN

Position Title:	Customer Service Representative (Full-Time), Property Management
Reports To:	Marketing Manager
Location:	Carlingwood Shopping Centre – Ottawa, ON

About the Company:

Strathallen is a fully integrated Canadian real estate management company, with over \$1.2 billion in assets under management. Founded in 2003 by seasoned real estate executives, Strathallen provides asset management, property management and strategic advisory services to institutional and high net worth investors. The Company currently manages and operates four private closed-end funds, with the mandate to strategically acquire and dispose of quality retail investments and deliver industry leading risk-adjusted returns. Strathallen provides investors with confidence through co-investing and incentive fee arrangements. The Company is supported by; in-house asset management, property management, financial, leasing and development teams. Strathallen specializes in creating value in opportunistic property investments on behalf of institutional clients. Strathallen's culture supports a diverse team environment where our leaders are dynamic, and our employees work in a collaborative mindset; we respect the people we work with and for, and we encourage an entrepreneurial spirit. For more information on Strathallen, please visit www.strathallen.com.

About the Position:

We are looking for an energetic and enthusiastic candidate to join Strathallen as a **Customer Service Representative, Property Management** at Strathallen Property Management Inc. This full-time position offers an excellent opportunity for an individual to grow and add value to a supportive, expanding company.

Key Responsibilities:

- Gather, input, and track shopping centre traffic data, assist with reporting.
- Assist with administrative duties as relates to shopper's services.
- Proactively seek opportunities to create memorable customer interactions, assist customers by providing directions, wheelchairs, strollers, information, answering questions and performing other shopping centre specific duties as assigned by the Marketing Manager.
- Oversee children's play area and report any issues/concerns to security/management.
- Provide assistance throughout the shopping centre during events and promotions.
- Execute monthly customer, and tenant surveys and compile data to provide to management team.
- Maintain a thorough knowledge of the shopping centre's services, amenities/facilities, stores/locations, marketing, promotional and community activities.
- Be fully aware of the shopping centre's Emergency Plan and Response Procedures.
- Actively communicate promotional, marketing and community activities to all customers in person and on the shopping centre's public address system.
- Develop and maintain strong relationships with retailers and educate them about the shopping centre's services, marketing and promotional activities.
- Provide training to retailers on shopping centre's gift card program and process.
- Conduct all front-line service and administrative functions of the Customer Service Centre to include but not limited to faxing, photocopying, daily tracking/monitoring, etc.
- Work to exceed annual, monthly and event related targets for centre gift cards while assisting in the daily administration of the shopping centre gift card program.
- Assist with non-profit bookings, table rentals and promotional events as required.
- Monitor the centre's website and social media for timely information and accuracy; recommend updates to Marketing Manager.
- Answer phones and conduct PA announcements.
- Maintain Lost & Found.

- Provide support for the development and implementation of marketing initiatives for the Centre.
- Perform other duties as assigned by the General Manager.

Job Requirements:

- High school education; post-secondary considered an asset.
- Previous customer service experience.
- Knowledge and experience with basic business procedures.
- Computer skills with proficiency in MS Excel and working knowledge of Microsoft Office suite.
- Good communication - verbal and written skills.
- Conflict resolution skills.
- Strong time management skills with the ability to manage multiple tasks.
- Ability to work within a high functioning team in a fast-paced environment.
- Flexible and able to work weekends, evenings and holidays when necessary.

Please email resumes with cover letter to careers@strathallen.com referring Job: Customer Service Representative (Full-Time) in the subject line.

Strathallen is a strong advocate for diversity, equity, inclusion and an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, colour, religion, sex, abilities, age, sexual orientation, gender identity, national origin, veteran status, or genetic information. Strathallen is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment.

To request reasonable accommodation during the recruitment process or need any assistance with the application process, please contact Nicole Manuel at 416-479-3183 or nmanuel@strathallen.com.