



Customer Experience Officer

- Parramatta, Sydney NSW
- Full time

Who are EchoRealty and what is our point of difference?

Echo Realty is a profit-for-purpose real estate agency specialising in property management. It is a division of Evolve Housing Limited, one of Australia's leading not-for-profit Community Housing Providers (CHPs).

Unlike traditional real estate agents whose sole objective is to generate profits, the Echo Realty difference is that all profits will be reinvested to grow the supply of affordable housing stock in NSW, and into social support programs delivered via Evolve Housing that empower very low to moderate income residents on their journey to independence.

This exciting new office based role will be the “face” of Echo Realty and will be responsible for delivering exceptional customer service. If you are passionate about Real Estate, love to assist people and thrive on creating positive solutions, then this is the role for you!

What will your new day look like?

- Respond promptly to telephone, electronic and face to face enquiries from tenants, landlords and customers which may include general property or tenancy matters
- Maintain the reception area and greet customers in a professional and polite manner
- Enter property and tenant data accurately into real estate software such as PropertyTree
- Process invoices or rental payments in a timely manner
- Proactively manage incoming correspondence including the Echo Realty enquiry and account inboxes, and respond to clients, tenants and landlords promptly and professionally
- Liaise with internal and external stakeholders
- Compile and present data and other reports as requested
- Assist with general real estate tasks such as scheduling open homes, obtaining eligibility documentation and follow up of customer enquiries
- Provide general administration support and assistance to other team members

What benefits will you receive?

- Birthday and Volunteer Leave (after the successful completion of probation period)
- Use of fleet vehicles (if required)
- Career progression and ongoing support through training and development
- Ongoing support from your Team Leader and colleagues.

Some important things you will need to begin this journey!

- Experience in a busy reception and administrative role
- An enthusiastic commitment to delivering an excellent customer service experience, with a positive “can do” attitude
- Polite and effective written and verbal communication skills with the ability to actively listen, interpret and convey information.
- Must possess or be willing to obtain an Assistant Agent Certificate
- Computer literacy in using and learning software applications such as Microsoft Office and other Property related software
- Strong data entry skills, combined with a high level of attention to detail and accuracy
- Are a self starter who is organised and able to prioritise;
- Love collaborating and working in a team
- Possess a current Driver's Licence
- Willingness to obtain a National Criminal Record Check
- Willingness to obtain a NDIS check

How do you apply?

To apply, send your resume and a covering letter to jobs@evolvehousing.com.au

Echo Realty encourages Aboriginal and Torres Strait Islander applicants to apply.

Echo Realty welcomes applicants from Culturally & Linguistically Diverse backgrounds.

Privacy Statement: Echo Realty is committed to respecting and protecting the privacy and rights of individuals in relation to their personal information. Our Privacy Policy outlines how we collect, use, store, and disclose information in accordance with the Australian Privacy Principles under the Privacy Act 1988 (Cth). Please refer to our Privacy Policy on the Echo Realty website if you would like more detailed information. You may also request a copy of the Privacy Policy from any Echo Realty employee.