



## Position Details

Title: Customer Solutions  
Reports to: Head of Product  
Job Type: Full-Time/Permanent  
Location: Remote/Homebased

## Position Summary

ApartmentLove Inc., one of the largest home and apartment finder websites online today, is hiring for Customer Solutions professionals to join our growing team. In this role, you will be responsible for onboarding new accounts and building relationships with private landlords, property management companies, apartment building owners and operators, and industry associations in Canada, the United States, and elsewhere around the world.

An exciting opportunity for a focused and responsible individual with exceptional customer service and account management skills, we plan on making many new hires to service the needs of our growing clientele.

## Your Main Responsibilities:

- Understand our customers' needs and make proactive recommendations on how we can create new products and services to better serve them.
- Provide a positive customer experience and ensure landlords maximize their ROI when paying for our rental marketing and other FinTech solutions.
- Educate yourself on our product and service offering and provide good advice when speaking to clients with varying levels of technical knowledge.
- Share client insights and customer feedback with our engineering teams to improve our marketing and other FinTech products to improve the user experience and maximize client ROI.
- Proactively recommend new features and functionalities designed to generate additional tenant inquiries for our paying landlord clients.
- Do your best to ensure that both landlords and tenants are having a good and positive experience when visiting on our website.

- Be the voice of the customer! Advocate for our users and take pride in our product and service offering by constantly suggesting new ways for us to improve and enhance the user experience.

### **Your Key Skills and Abilities:**

- Experience providing customer service and/or technical support remotely.
- Ability to communicate technical challenges and solutions in a simple and understandable manner.
- Problem solving skills that enable you to proactively resolve customer issues quickly and effectively.
- Attention to detail, patience, and a high degree of emotional intelligence to actively listen and make meaningful change.
- A good and positive attitude with the ability to excel under pressure.
- Empathy for our clients and the ability to grow and develop from the constructive feedback they may provide.
- Interest in marketing, technology, international business, and public markets..

### **About You**

- Good, hard-working, and honest.
- Active listening skills and a sense of urgency without being rushed.
- Motivated by meeting and exceeding performance metrics and other goals.
- Strong prioritization, time management, and organizational skills.
- Comfortable working in a fast paced, decentralized (i.e., remote) environment.
- Superior technical skills and a high degree of comfort learning and using new software.

### **About ApartmentLove**

ApartmentLove promotes homes and apartments for rent on behalf of landlords from around the world. With hundreds and thousands of active listings in major markets across North America and expanding throughout Europe, ApartmentLove.com is among the largest home and apartment finder websites in the world. Powered by our clean and responsive design, superior user experience, and memorable branding, ApartmentLove is a dedicated rental marketing website and the favorite of those seeking good and affordable housing from trusted partners.

### **What We Offer**

- Performance recognition and strong pay packages with many incentives,
- Plenty of paid vacation time,
- Remote work-from-home opportunities,
- Professional development programs,
- Growth opportunities for high-achieving partners,
- Education in international business operations, and
- Experience working for a dynamic, fast-paced, and growing tech company.

**COVID-19 Precautions:**

- Remote interview process
- Virtual meetings

*ApartmentLove® | the Feeling of Home*