



Customer Solutions at ApartmentLove.com

Thanks for your interest in our Customer Solutions division!

We at ApartmentLove™ are in a unique environment in that we have two entirely different but equally important customer types. On the one hand, we have landlords who post and advertise their rental properties on our site. On the other hand, we have tenants who browse available listings looking for their next new home. As a member of our Customer Solutions division you'll be responsible for learning the needs and wants of both sets of customers and being able to switch back and forth between them throughout the day.

Working directly with both landlords and tenants means you'll quickly learn the needs and wants of our customers and will be asked to share those findings with our other teams. That means working with our Sales, Marketing, Design and Innovation departments to ensure that the needs and wants of your clients are being given the attention and care they deserve and that our site is as closely aligned with the demands of the market as we can possibly make it.

The role of the Customer Solutions team is among the most important positions we have. You will be asked to represent the Company in a professional, positive and informed manner while actively listening to clients and then relaying their comments through to our other teams. In addition, you'll be expected to follow up with your fellow team members in our other departments to make sure the requests you've made on behalf of your clients are being given the consideration and care they deserve. Furthermore, you'll be responsible for communicating back to your clients explaining where the steps we're taking and when they can expect to see a result.

Therefore, in order to be successful as a Customer Solutions team member you need to:

- Be an actively listener able to hear and understand what clients are really saying,
- Accurately relay needed information to various internal teams,
- Own projects by ensuring the work gets done and the client gets updated.

Because we're always in the market and looking to expand our Sales and Marketing divisions, please send a copy of your resume to careers@apartmentlove.com. Make sure to set the subject of your email to "Customer Solutions" and to tell us what experiencing "Apartment Love" in your own life has been like.

Yours truly,

