



**POSITION TITLE:** CLIENT SERVICES LIAISON (Position is non exempt)

**Reporting to:** Virginia Rey – Vice President – Property Management

**Position Description:** The Client Services Liaison (CSL) will assist in the management of office buildings in Boston. He/She will be the primary connection between Paradigm Properties and the clients at those buildings and will interact with the clients at all corporate levels. The CSL will sit onsite at the Building.

**Responsibilities:**

- Central point of contact for clients; liaison between clients and Paradigm.
- Establish relationships and strong rapport with all clients – especially Decision Makers.
- Log all calls and forward issues to appropriate person (Engineering, Property Manager, and Assistant Property Manager).
- Monitor incoming work orders and ensure they are getting updated and billed appropriately by working directly with building engineer.
- Manage card access system for building.
- Manage all amenities at properties
- Schedule move-ins and move-outs.
- Collect client info (email addresses, personnel changes) and update database.
- Greet clients and guests; direct guests and deliveries to suites.
- Build and maintain database of local information (restaurants, services, etc.).
- Plan building events and welcome events.
- Develop new client services initiatives.
- Client Correspondence
- Maintaining ongoing knowledge of building details (leasing activity, basic lease terms, etc.)
- Conduct frequent building tours and report any issues to engineer and APM/PM.
- Provide APM/PM support when necessary

**Conduct:**

- Understands and appreciates the core values of the company:
  - Doing well by its clients
  - Doing well by its employees
  - Doing well by its community
- Works effectively and cooperatively as a member of a team.
- Works effectively and efficiently as an individual.
- Self-starter, hard worker, creative thinker and is dedicated to getting the job done
- Understands the primacy of clients and interacts well with people.
- Pays close attention to detail and is very well organized.
- Provides constructive input on improving how the company functions

- Demonstrates a willingness to learn and improve capabilities.
- Solicits senior level guidance on key matters.

***Skills/Experience:***

- B.A. degree preferred (but not required).
- Computer literacy including proficiency with Microsoft Word or comparable application. Experience with spreadsheet (Microsoft Excel) and database (Microsoft Access) software helpful. Proven ability to learn new software applications.
- Strong organization, communication and interpersonal skills, both oral and written.
- Flexibility and acceptance of both traditional and progressive business environments.
- Experience with green initiatives/sustainability preferred (but not required).
- Tons of enthusiasm!

***To Apply:***

Email resume/cover letter to Shaka Lattin-Emmanuel at [slattinemmanuel@paradigmprop.com](mailto:slattinemmanuel@paradigmprop.com).