

Customer Service Coordinator – \$15 - \$17/hr - Several Positions Available, Bayonne NJ

## Company Overview

First Allegiance is an established, woman-owned, property service firm located in Bayonne, NJ. We provide a wide range of services on bank-owned properties throughout the United States. First Allegiance is a forward thinking company with a reputation for creativity, quality service, and professionalism. We are a growing company with a deep appreciation for excellence in employee performance. Please visit [www.firstallegiance.com](http://www.firstallegiance.com) to learn more.

## Job Responsibilities

Maintain and service bank owned residential properties throughout the United States by managing, coordinating, and developing our extensive network of contractors. These are long term positions in a fast paced environment with opportunities to develop skills and grow professionally. Team members will be trained and developed to accomplish various tasks including:

- Find contractors to maintain and service properties throughout the United States
- Assign work orders to contractors
- Build and maintain relationships with contractors.
- Confirm and follow up on work orders
- Manage contractor workload and performance
- Manage and resolve property related issues
- Ensure quality standards are being met by contractors
- Meet client timelines and expectations
- Prepare, review, and negotiate bids
- Solicit and expedite photos and documentation to support work completion

## Job Requirements

- 4-8 years relevant experience
- Goal orientated and resourceful
- Effective follow up skills
- Effective/persuasive communication and negotiation skills
- Problem solving skills
- Attention to detail; organized
- Team player, Customer service oriented
- Additional hours/rotating Saturday morning coverage required during peak production periods
- Local candidates preferred

## Package Overview

- Full time; 37.5 hours per week; overtime rate after 40 working hours
- Paid Time Off plan that grows with longevity; paid holidays; perk programs
- Medical, dental, and vision offerings (with employee contributions)
- Medical and dependent care FSA offerings
- Matching 401(k) retirement offering
- Company paid life insurance
- Team building and employee appreciation events

[www.firstallegiance.com](http://www.firstallegiance.com) | 473 Broadway, Fifth Floor • Bayonne, NJ 07002 | T 888.727.6303 | F 201.823.2636

To apply, please visit: [www.firstallegiance.com/employment](http://www.firstallegiance.com/employment)

*Additional Keywords: Customer service, vendor management, call center, phone, administrative, admin, assistant, sales, real estate, property management, property preservation, reo, real estate, default, construction, Staten Island, Jersey City, Hudson County, team, lead, leadership, leader, collections, quality control.*

*Equal Opportunity Employer: As an equal opportunity employer, our employment practices are in accordance with the laws that prohibit discrimination due to sex, race, religion, creed, color, national origin, ancestry, physical or mental handicap or disability, medical condition, marital status, sexual orientation, sexual identity, sexual expression, genetic composition, familial status, domestic partner or civil union status, veteran's status, age or any other basis made unlawful by federal, state or local law or ordinance or regulation.*