

**Job Title: Customer Service & Admin Executive****Employment Type: Full-time****Department: Building Services**

The Customer Service & Admin Staff will be responsible for handling tenant complaints and inquiries, ensuring smooth communication between tenants and the building services team. This role also involves administrative duties such as issuing Purchase Orders (POs) and Work Orders, maintaining records, and ensuring proper documentation and filing of all building-related paperwork.

**Key Responsibilities:****Customer Service & Tenant Relations:**

- Serve as the first point of contact for tenants regarding maintenance requests, complaints, and inquiries.
- Log and track tenant complaints, ensuring they are resolved in a timely manner by liaising with the relevant departments.
- Provide updates to tenants on the status of their complaints or work requests.
- Keep up to date and have a clear understanding of building policies, procedures etc.

**Administrative & Document Management:**

- Prepare, issue, and track Purchase Orders (POs) and Work Orders for maintenance and repair services, and track deliveries.
- Assist in procurement items including obtaining quotation from vendors, monitoring inventory levels and ensure timely replenishment
- Maintain accurate and up-to-date records of tenant information, contracts, service requests, work orders, and invoices.
- Organize and file building-related documents, contracts, and reports systematically (physical and electronic)
- Manage incoming and outgoing correspondence, including emails, letters, and packages.

**Coordination & Support:**

- Coordinate with the maintenance team and external vendors to schedule repair and service work.
- Follow up on outstanding maintenance requests and ensure timely completion.

- Assist in preparing meeting minutes and reports related to building services operations.
- Perform other administrative tasks as assigned by the Building Services Manager.

**Requirements:**

- Diploma or Degree in Business Administration, Property Management, or a related field.
- Minimum 2-4 years of experience in customer service, administration, and/or building services facility management.
- Strong communication and problem-solving skills with a customer-focused mindset.
- Good spoken and written English and Bahasa Melayu.
- Proficiency in Microsoft Office (Word, Excel, Outlook).
- Ability to multitask and handle a fast-paced working environment.
- Familiarity with property management processes and documentation is an advantage.