



# Customer Service Representative

**Position Type:** Full-Time

**Location:** Prescott, AZ

## Description:

The Customer Service Representative provides service to customers, both walk-ins and over the phone, with property research and general front office administrative assistance and phone support. Successful candidates are friendly, decisive, versatile, easy going, and have excellent customer service skills.

Typical duties of the position may include:

- Answer incoming phone calls quickly and greet customers upon their arrival to the office. Route phone calls and direct customers to the appropriate team member.
- Procurement and stocking of supplies, and ensuring general office upkeep.
- Assist realtors by preparing and typing listing kits.
- Research information for realtors including vesting deeds, encumbrances on property, deeds of trust, assignments, etc.
- Pull maps for realtors and show lot dimensions.
- Provide backup coverage on the front desk and assist with loan servicing and deposits.

The Customer Service Representative may be assigned additional tasks in support of the department's goals.

## Skills and Abilities:

- Strong oral and written communication skills.
- Graphic design skills.
- Basic understanding of legal property descriptions.
- Working knowledge of numerical filing systems.

## Salary:

Competitive and commensurate with experience, plus a strong benefits package.

## Application Process:

Please submit a cover letter, detailed resume, and copy of recent typing test (if available) to [personnel@ptaaz.com](mailto:personnel@ptaaz.com). Please include "Prescott Customer Service" in the subject line.



**WHAT WE DO:** Yavapai Title Agency provides title insurance, escrow, account servicing, trustee sales, and builder-related trust services to our customers through our 8 branches throughout Yavapai county.

**WHO WE ARE:** Since 1963, Yavapai Title Agency has been Yavapai County's hometown title agency and real estate resource. Yavapai Title Agency remains the only locally owned and operated title company in the county.

Not only are we passionate about our customers, we also strive to support the growth of our employees and the causes that are important to them.

We are a local business that cares deeply about Arizona and the community we serve.

