

## Upgrade Estate – Customer Care & Rent Specialist Copy

### What you want to know about our company culture:

- Our company breathes **sustainability & innovation**, this gets a concrete translation in our **Sustainable Development Goals**.
- The strength of our company lies, among other things, within the **diversity** of our teams. We prefer colorful characters over traditional profiles.
- Every talent regardless of age, roots, gender, disability & religion enriches our company.
- A clear strategy where the customers is placed central and trust are typical for our (certified) **Best Workplace**.

### What you want to know about our Coaches-Team:

- We provide students the **‘time of their life’** at Upkot.
- Our coaches are social ‘polymaths’
- The **enthusiasm** in team coaches doesn’t know any boundaries.
- In all our Upkot projects live Upkot chickens.

### What can you contribute to the realisation of our mission?

- You’ll make Upkot a place that vibrates with activities & entertainment.
- You offer a **listening ear** to the students.
- You make clear arrangements with our students, so that everyone can feel at home within the **community**.
- You communicate with our Upkot students; mainly through social media.
- You organize the entries and exits, announced check-ups and the **rental periods**.
- You are the **contact person** for all practical questions.
- You contact our maintenance service ‘Upfix’ for defects.

### Which personalities will shine in this job?

- **‘Always ready to rumble’**, that’s how your friends would describe you
- You sparkle with energy and can handle unforeseen circumstances with ease.
- You’re a real **people person**, no shortage in empathy.
- You radiate confidence and you have no problem confronting people in an engaged way.
- You’re customer oriented and spontaneously deal with questions and needs from our different stakeholders.
- You preferably have a degree in social work, (ortho)pedagogy, communication or journalism.

- You have at least 2 years of work experience.
- You live in the near area (max 20 min by bike) of Bro Upkot or Baudelo & Gate Upkot.
- Experience as an animator or leader in a youth movement is an advantage.

## **What you can expect from us in return:**

- A fulltime job of 38 hours, in which you have the freedom to manage your own schedule.
- You go through an intensive onboarding program with a **welcomer coach**, who takes care of you.
- Our own **Upgrade Academy** ensures that every employee can develop further professionally.
- We are a flexible organization in which it is negotiable to take on various roles during your career that are an 'Upgrade' for you and the organization.
- Of course, a job in our company is well rewarded.

<https://upgrade-estate.be>