

AI Phone Assistant Job Description

Job Description

We are looking for an experienced AI developer or team to build a voice-based AI phone assistant for Sid Was Here, a real estate property management company in Savannah, GA. This agent will:

- Answer inbound calls
- Respond to long-term rental inquiries
- Detect spoken language (English/Spanish)
- Route calls using GoHighLevel

Important: A key part of this job is cloning the voice of one of our team members ("Chandler") to use as the voice of the bot.

You'll also be expected to implement N8N automations and robotic process automation (RPA) with GoHighLevel to optimize workflows.

Scope of Work

Voice Agent Functionality:

- Clone the voice of our employee Chandler for use as the AI's voice
- Answer all calls using Chandler's cloned voice
- Greeting: "Thank you for calling Sid Was Here! I'm Chandler, and I'm here to help. Please feel free to speak in English or Spanish."
- Detect caller's spoken language and continue in either English or Spanish

Rental Inquiry Handling:

- Pull property details in real time from: <https://sidwashere.com/long-term-rentals/>
- Provide property-specific answers including:
 - Rent amount
 - Lease terms
 - Pet policy
 - Credit and income qualifications
- If a caller asks about a specific street (e.g., "56th Street"), the AI must provide exact listing info

AI Phone Assistant Job Description

- Text the caller:

- A direct link to the property
- A direct link to the rental application

Call Routing:

- If a listing can't be found, ask for clarification: "I'm having a little trouble finding that one - can you please confirm the street name?"
- Suggest similar listings if appropriate
- If unresolved, transfer the call using GoHighLevel
- Follow round-robin or voicemail fallback flow

After-Hours Protocol:

- After-hours defined as:
 - Monday-Friday: 11 PM - 7 AM
 - Saturday: 9 PM - 9 AM
 - Sunday: 5 PM - 7 AM
- AI will:
 - Take a message and email transcript to the office
 - Forward the call to the owner's cell only for emergencies (floods, leaks, lockouts)
 - For safety concerns, instruct the caller to dial 911
 - For non-emergencies, let the caller know the office will follow up

CRM Integration & Automation:

- AI should:
 - Log call details in GoHighLevel
 - Tag each interaction (e.g., rental inquiry, emergency, Spanish speaker)
 - Email full call transcript to the office
- Build N8N automation workflows to:
 - Tag leads
 - Trigger SMS follow-ups
 - Create contacts
- Implement RPA solutions to automate repetitive tasks in GoHighLevel

AI Phone Assistant Job Description

Requirements

- Experience building conversational AI phone agents
- Voice cloning expertise (must clone "Chandler's" voice from samples)
- Fluency in building bilingual (English/Spanish) voice systems
- Deep understanding of GoHighLevel
- Expertise in:
 - N8N automation workflows
 - RPA with GoHighLevel
- Experience in real-time web scraping or data parsing

Deliverables

- Fully functional AI phone agent ("Chandler") with cloned voice
- Real-time data integration from our website
- Natural language detection and switching between English/Spanish
- Call transfer logic and escalation handling
- Call logging, tagging, and automation via GoHighLevel
- Call transcripts sent to office email after each interaction