

## Job Description

**Title:** Leasing Specialist

**FLSA Classification:** Hourly, non-exempt

**Supervisor:** Community Manager

**Job Purpose:** The Leasing Specialist provides marketing, sales and customer service support to both prospective residents as well as responds to current resident needs.

**Typical Physical Demands:** Regularly use hands to manipulate tools, controls, phones and computer keyboard. Frequently stand, reach with hands and arms, climb, balance, and stoop. Sit and stand to do clerical work. Regularly lift and move office supplies up to 20 lbs.

**Typical Work Conditions:** Work is performed in an office environment and residential community. Employee frequently interacts directly with residents and facilities staff members during the workday.

### Essential Job Functions:

1. Provides strong sales focus on each prospective and current customer.
  - Must be enthusiastic and efficient in coordinating the entire leasing process including but not limited to generating new interest in the community with outreach marketing efforts
  - Must meet and greet every customer via phone, email and personally interact with enthusiasm
  - Must be knowledgeable of product in each neighborhood, be able to present a home to fit the prospective customer's needs, providing description of community amenities
  - Be confident in asking each qualified customer to become part of our community
  - Able to assist applicants with completing all paperwork and having all necessary documents
  - Explain wait list policies and communicating availabilities accurately
  - Make all potential residents feel at home
2. Must be able to meet specific leasing goals as determined by Community Manager.
3. Responsible for managing leads from applicable software platform as well as follow-up in a consistent manner with all prospects. Screens and approves qualified applicants in accordance with Company policies and Fair Housing regulations and local laws. Must compile and organize all paperwork including entering applications into property management software system, preparing Resident Responsibility Agreement/Lease, all associated addendum and move-in package.

4. Consistently inspects property including grounds and the exterior and interior of homes and communicates deficiencies found to the facilities maintenance team.
5. Open and close all models daily, mini-models and “show units. Conducts pre-showing inspections to ensure all units are rent ready for the day and performs freshen up cleaning as needed.
6. Provides new residents a smooth transition to their new neighborhood community center. Clearly explain the leasing and move-in process with each prospect, so they know exactly what to expect and to ease their stress of the move-in.
7. Provides new residents with an initial pre-move inspection and orientation before signing the lease agreement. This includes a thorough inspection of the home; an in-depth review of their new home features along with the community policies.
8. Notifies existing residents of lease expirations and secures signed lease renewals.
9. Answers phones promptly and courteously as well as assist current residents with their needs and follows up to ensure work orders completed by the maintenance staff meet the resident’s satisfaction swiftly and accurately, if applicable.
0. Monitors and maintains wait list for available units and contacts residents when units become available in accordance with wait list policies and procedures.
11. Conducts market surveys.
12. Performs general administrative tasks such as filing, typing, and answering phones.
13. Attends, participates and assists with Life Works events.
14. Performs other duties as assigned.

### **Performance Factors:**

1. Planning/organizing - Ability to organize work, set priorities and make productive use of time.
2. Adaptability - Ability to accept changes in the workplace, manages competing demands and is able to deal with frequent changes, delays or unexpected events.
3. Communication and Contact – Ability to communicate effectively both verbally and in writing with superiors, colleagues, and individuals inside and outside the Company.
4. Attendance and Dependability – Ability to consistently report to work on time at the scheduled time and is seldom absent from work. Employee can be depended upon to complete work in a timely, accurate, and thorough matter and is conscientious, about assignments.

5. Relationships with Others– Ability to work effectively and relates well with others including superiors, colleagues, and individuals inside and outside the Company. The employee exhibits a professional manner in dealing with others and works, to maintain constructive working relationships.

6. Safety - Provides a safe working environment for employees, co-workers, and individuals inside and outside of the company.

7. Values – Ability to work effectively and display the Company values of:

- a) Integrity – We always do what is right.
- b) Teamwork – We are better together.
- c) Excellence – We strive to improve and to exceed expectations.
- d) Respect – We appreciate others and care about the wider communities.

### **Job Requirements/Qualifications:**

High School Diploma required plus experience in an administrative/office role including the ability to operate all office equipment.

Experience as a leasing professional in a residential community, with a proven track record. Conventional multi-family experience is a plus.

To perform this job successfully, an individual should have basic knowledge of Microsoft Office, Yardi is a plus.

Possession of a valid state issued Driver's License and safe driving record are required.

### **Employer's Rights:**

This job description does not list all the duties of the job. Incumbents may be asked by their supervisor or managers to perform other duties. Incumbents will be evaluated in part based upon their performance of the tasks listed in this job description.

The Company has the right to revise this job description at any time. The job description is not a contract for employment and either you or the Company may terminate employment at any time, with or without cause, with or without notice (subject to applicable laws).