

LEASING AGENT POSITION DESCRIPTION

Summary

Lease units, provide customer service to residents and prospective residents, and assist the Property Manager in the operation of the property.

Reports to

Property Manager (or Assistant Manager in Property Manager's absence).

Supervises

No direct reports. Works with other employees to ensure necessary tasks are completed.

Position Controls

Not authorized to sign any contracts (except for apartment lease agreements) or other written agreements with vendors, suppliers, contractors, residents or any other person seeking to do business with the apartment community. Not authorized to make exceptions to lease agreement without prior written approval from Regional Manager. Not authorized to make policy changes. Not authorized to give out confidential company information including resident information, employment references and personnel records information. Must keep confidential all personal information furnished to us by rental applicants and residents.

Work Hours

40 Hours per week including weekends and "on call" emergencies, if required. Overtime when requested and prior, written approval received.

Qualifications

Minimum qualification requirements for the position are:

- High school graduate or equivalent
- Valid driver's license
- Drug free
- Service industry experience (previous leasing experience preferred but not required)
- Prior training helpful but not required
- Ability to be available to work as scheduled, "on call" and as necessary
- Ability and skills to perform job functions (please see below)

Required qualifications relating to experience, skills and training will vary by property. Occupancy levels and special needs of the property will usually determine the necessary level of experience, skills and training.

Skills

Excellent interpersonal skills and customer focus are prerequisites for the position. In addition, the position requires the following:

- Professional image
- Excellent communication skills, in person and on telephone
- Strong customer service orientation
- Ability to “close” a sale
- Ability to read and write English fluently (Spanish or other language abilities may be required)
- Ability to accurately perform mathematical functions
- Ability to perform basic data entry computer skills
- Ability to report and perform accurate market studies
- Good organizational skills
- Ability to operate motor vehicles and golf carts

Job Functions

Essential functions of the position are to:

- Optimize occupancy by leasing units and maximizing an effective lease renewal program for existing residents.
- Lease units by aggressively selling the products and services of the property.
- Conduct site tours and demonstrate property amenities, model apartments and available apartments.
- Effectively handle telephone inquiries and conduct followup telephone communications to prospects from site visits, telephone inquiries and other sources.
- Work with the property staff to develop and implement sales and marketing strategies.
- Increase property traffic levels, maintain established closing ratios and work to achieve and exceed budgeted occupancy percentages.
- Maintain thorough product knowledge of the property and that of major competition through site visits/tours and telephone surveys.
- Follow established policies and procedures regarding the qualification, screening and acceptance of applicants for residency.
- Prepare rental paperwork in an accurate and timely manner. Communicate and explain rental documents to new and existing residents. Ensure documents are completed prior to resident move-in.
- Maintain company customer service standards. Respond to resident requests in a timely manner and work with residents to minimize and resolve problems and complaints. Follow through to ensure issues are resolved.
- Maintain prospect, traffic and leasing data and assist with other computer data entry as needed. Assist with monthly closing as needed.
- Assist in ensuring that the grounds, buildings and units are fully functional, safe and attractive. Visually inspect grounds, buildings and units on a regular basis.

