



JOB TITLE	LEASING CONSULTANT
COMPENSATION	NON-EXEMPT
REPORTS TO	BUSINESS MANAGER

GENERAL PURPOSE

Provide prospective residents with positive overview of the community. Responsible for the leasing of all apartments including, but not limited to, taking prospective resident phone calls, giving tours, processing lease paperwork, and performance of miscellaneous clerical duties.

ESSENTIAL FUNCTIONS

Strong Customer Service Skills

1. Marketing and Leasing
 - Assist in preparation and implementation of marketing plan to effectively market community and generate traffic.
 - Create Product Knowledge Notebook and update regularly.
 - Assist in inspecting show units and tour route for market readiness.
 - Answer prospective resident calls, set appointments for community visits, and input traffic in computer.
 - Tour community and show apartments to prospective residents.
 - Qualify, demonstrate, and lease apartments in accordance with Fair Housing Laws.
 - Keep current on market and competition.
 - Assist in Personal Service Agent Program
2. Administrative and Clerical
 - Set up and maintain resident files per JMG policies and procedures.
 - Process rental applications and prepare new lease agreements, renewals and process notices to vacate.
 - Coordinate move-in/move-out inspections with residents.
3. Resident Relations
 - Enter service requests and distribute to service staff.
 - Effectively communicate with residents and staff in a courteous manner to ensure resident satisfaction.
 - Provide assistance to residents regarding complaints.
 - Assist in preparation of community newsletters, flyers, and resident letters.
 - Assist in planning of community events.

NON-ESSENTIAL FUNCTIONS

1. Open and freshen vacant apartments and models, and tour route prior to viewing with prospective residents.
2. Other duties as assigned by Leasing Manager, Assistant Community Manager or Community Manager.

JOB SPECIFICATIONS

- Must possess the ability to read, comprehend, and follow simple to moderately complicated verbal and/or written instructions to perform tasks assigned and to maintain records. Must possess basic arithmetical calculation skills (addition, subtraction, multiplication, division, percentages, etc.) This level of proficiency is normally achieved through completion of a high school education or its equivalent.
- Be able to effectively communicate with residents, staff, and other suppliers or vendors to ensure efficient operation of office activities.
- Must have experience working with computers and be proficient in MS Office (Word, Excel, and Outlook). Prior experience working with community management software and web-based programs is preferred.
- Work with multiple deadlines, maintaining efficiency and control over projects assigned within time frames allowed and changing priorities.
- Possess a basic knowledge of sales/marketing techniques and bookkeeping/accounting theory and procedures. This knowledge may be acquired through sales/marketing/accounting courses in high school or college, or three to six months' on-the-job training. Must be able to work with various kinds of people, maintaining a professional, positive tone.
- Possess a basic knowledge of lease agreements and terminology. Understand basic landlord/tenant laws and fair housing regulations. This could be learned with three to six months on-the-job training.

WORKING CONDITIONS

Typical working environment is in an office setting on a multi-unit residential community, working with a personal computer at a desk and a telephone. Travel to attend training required. Will also involve greeting and taking prospective residents to vacant apartments in a multi-level apartment community. When showing apartments, may be subject to outdoor weather conditions ranging from rain or snow to excessive heat during the seasonal months.