

Leasing Agent

DUTIES AND RESPONSIBILITIES

Conduct all business in accordance with company policies and procedures, Fair Housing, Americans with Disabilities Act, Fair Credit Reporting Act, and all other Federal and States laws.

MARKETING/LEASING

- Maintains a professional, yet friendly, atmosphere in the leasing offices and other areas where prospective residents and current residents meet.
- Inspects models and “market ready” vacancies daily to insure cleanliness.
- Answers incoming phone calls and handles each call accordingly, whether it is a client call, irate resident, service request, etc. Transfer calls to assistant manager or property manager when appropriate.
- Greets prospective residents, qualifies, determines needs and preferences, professionally presents community and specific apartments while communicating features and benefits.
- Update online advertising to reflect current market pricing on a weekly basis.
- Maintains awareness of local market conditions and trends. Contributes ideas to the property manager for marketing community and for improving resident satisfaction.
- Occasionally will be asked to perform external market outreach at nearby businesses, organizations, etc.
- Actively coordinate all renewals throughout the month. This includes sending letters (90, 60, 30 days) and scheduling resident appointments to discuss renewal rates and leasing options.

ADMINISTRATIVE

- Correctly completes all lease applications, assists with application verification and notifies prospective residents of results. Types miscellaneous resident communication as needed.
- Completes all lease paperwork including related addenda and accepts rents and deposits.
- Completes Guest Card information form on all clients, sends thank-you notes and performs follow-ups.
- Physically inspects community when on grounds, picks up litter and reports any service needs to maintenance staff. Inspects move-outs and vacancies.
- Inventories office supplies on periodic basis. Reports need to property manager.
- Organizes and files appropriate reports, leases and paperwork.
- Attends meetings when requested.
- Assists property manager and assistant manager in preparation of weekly reports, resident communications, move-out inventory, market surveys, etc.

GENERAL

- Performs any additional duties assigned by Assistant Manager, Property Manager or Regional Property Manager.

- Must be bilingual
- Must be available to work weekends

SAFETY

- Reports all liability and community incidents to the corporate office immediately. Ensures that all workers' compensations claims are reported and proper paperwork is completed.
- Property manager will complete any pertinent safety checklists with maintenance staff.