



## Leasing Agent Job Description

**Job Title:** Leasing Agent

**Department:** Property Management

**Reports To:** Property Manager

**FLSA Status:** Non-Exempt (eligible for overtime)

### **SUMMARY:**

Responsibilities include touring and leasing apartments to prospects, ensuring models and made ready apartments are in excellent condition and ensures the property has outstanding curb appeal. The Leasing Agent will also help coordinate resident activities and assist with property bookkeeping, leasing reports, resident newsletter, paperwork and computer related tasks, such as updating the website and other social media sites. By delivering exemplary customer service, we exceed the apartment living standard and our daily operations are centered around our core values that include by doing the right thing every time while maintaining financial discipline and living generously.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned:

- Delivering exceptional customer service to current and future residents
- Lease apartments, completing lease paperwork and ensuring a smooth move in process
- Process applications and pre-qualifying of prospective residents
- Assist with completing the weekly leasing reports as assigned by Assistant Manager or Property Manager

- Maintain outstanding resident relationships through planning community events, preparing/distributing the newsletter and overall creating a sense of community
- Assist in the renewal process to retain existing residents
- Respond to in person, phone and email inquiries about the community by providing most up to date leasing information
- Assist residents with submitting service requests and offer support to our maintenance team
- Additional tasks as required

**EDUCATION and/or EXPERIENCE:**

Education and experience include, but may not be limited to:

- Leasing experience of 1 year is required
- Customer Service of one 1 year is required
- High School diploma, GED or related experience
- Background in excellent customer service and sales
- OneSite/Yardi experience is a plus
- Proficient in Microsoft Office, Internet Explorer and Window operating systems
- Excellent sales and team building skills
- Proficient communication skills both verbal and written
- Ability to multi-task and strong organizational skills are required
- Excellent attitude required

**LANGUAGE SKILLS:**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and government regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Bilingual is a plus (Spanish).

**MATHEMATICAL SKILLS:**

Strong math and analytical skills. Ability to calculate figures and amounts such as discounts, interest, proportions, percentages, and formulas.

**REASONING ABILITY:**

Moderate. Must be able to apply principles of logical thinking to a variety of practical situations and accurately follow standardized procedures that may occasionally involve minor deviations. Needs ability to think rationally beyond a specific set of instructions.

**COMPUTER SKILLS:**

Should be comfortable using Word, Excel, and email.

**PHYSICAL DEMANDS:**

Must be physically able to walk, stoop, kneel, carry and lift up to 35 pounds, and climb stairs easily on a multi-terrain property. Outdoor conditions will impact the majority of job tasks; must be able to withstand various temperatures and conditions.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

The employee is required to stand, walk, and sit. Employees must be able to hear to perform their essential job functions.

**WORK ENVIRONMENT:**

The work environment characteristics are representative of those an employee encounters while performing the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

**ADDITIONAL REQUIREMENTS:**

A Leasing Agent must fulfill the performance standards of this position and comply with policies, rules and procedures of the company, including those set out in the Employee Policy Manual, or otherwise communicated (verbally or in writing) to employees.

This job description is intended to describe the general nature and responsibilities of this position. This job description and the duties of this position are subject to change, modification and addition as deemed necessary by the company. Employees are required to comply with supervisory instructions and perform other job duties, responsibilities and assignments requested by supervisors, managers or other company officials.

This job description does not constitute an employment contract between the company and any employee.