

JOB DESCRIPTION

Position: Leasing Consultant	Category: Regular, Full Time	Grade: 2	EEO-1 Category: 4
Reports to: Property Manager	FLSA Status: Non-Exempt (Hourly)	Created on: 3.12.18	Revised on:

SUMMARY:

The Leasing Consultant is the property's sales representative whose primary duties are to greet prospects, professionally present the features and benefits of their assigned community and properly secure lease agreements from qualified persons

ESSENTIAL JOB FUNCTIONS:

- Inspects models and "market ready" vacancies daily to ensure cleanliness.
- Answer incoming phone calls and handle each call accordingly, whether it is a prospect call, irate resident, service request, etc.
- Escalates calls to Property Manager or Assistant Manager when appropriate.
- Greets prospective residents, qualify, determines needs and preferences, professionally presents community and specific apartments while communicating features and benefits.
- Conducts monthly market survey.
- 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 Traffic Card form on all prospects, sends thank-you notes and performs follow-up.
- Inspects vacancies and apartments for move-ins.
- Attends company meetings when requested.
- Assists manager and assistant manager in preparation of daily and weekly reports, resident communications, move-out inventory, etc.

NON-ESSENTIAL JOB FUNCTIONS:

- Maintains awareness of local market conditions and trends. Contribute marketing ideas and ideas for improvement to the Property Manager.
- Physically inspects property when on grounds, picks up litter and reports any service needs to maintenance staff.
- Prepares move in packages.
- Inventories office supplies on periodic basis. Reports needs to manager.
- Organizes and files appropriate reports, leases and paperwork.
- Performs any additional duties assigned by assistant manager, manager or supervisor.

COMPETENCIES:

Interpersonal Effectiveness

Building Customer Loyalty - Meeting and exceeding (internal or external) customer expectations while cultivating relationships that secure commitment and trust.

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Communication - Conveying information and ideas clearly and concisely to individuals or groups in an engaging manner that helps them understand and retain the message; listening actively to others.

Resolving Conflict - Helping others deal effectively with an antagonistic situation to minimize damage to the relationships and promote shared goals; using appropriate interpersonal methods to reduce tension or conflict between two or more people and facilitate agreement.

Personal Effectiveness

Positive Approach - Demonstrating a positive attitude in the face of difficult or challenging situations; providing an uplifting (yet realistic) outlook on what the future holds and the opportunities it might present.

Quality Orientation - Accomplishing tasks by considering all areas involved, no matter how detailed; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.

Work Standards - Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.

Business/Management Skills

Customer Orientation - Placing a high priority on the (internal or external) customer's perspective when making decisions and taking action; implementing service practices that meet the customers' and own organization's needs.

Managing Sales Engagements

Sales Persuasion - Gaining prospect or customer commitment to a product, service, or idea by using effective influence strategies.

EDUCATION/EXPERIENCE:

High School Diploma or GED required; National Apartment Leasing Professional (NALP) desired

PHYSICAL DEMANDS:

Frequently uses of the telephone, computer and printer/copier; Occasionally stands to move about the office to access file cabinets and to use office equipment; Frequently walks to move about the office and to show prospects available units for rent. Occasionally lifts packages weighing up to 10lbs. Frequently sits to perform work on the computer, attend meetings and participate in telephone conversations; Must be able to exchange information with individuals.

MENTAL DEMANDS:

Frequently solve problems, makes decisions, interprets data, reads, writes and multi-tasks work.

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WORKING CONDITIONS:

Frequently works indoors at moderate temperatures in a fast-paced environment.

This job description is subject to change at any time.

Employee Name (PLEASE PRINT): _____

Employee Signature: _____

Date: _____