

Job Description: Community Leasing Specialist

REPORTS TO: COMMUNITY MANAGER

The purpose of this job description is to communicate the responsibilities and duties associated with the position of COMMUNITY LEASING SPECIALIST. While the following information should be considered a comprehensive description of this position, it should also be noted that some responsibilities and duties might not be specifically addressed.

Every person is expected to perform any reasonable task or request that is consistent with fulfilling company objectives.

It is imperative that you review closely these duties, skills and physical requirements and that you understand that by signing the Job Description Acknowledgment, you are verifying that you can perform all the duties, have the skills and possess the physical abilities necessary to perform the job as described.

JOB BRIEF: The COMMUNITY LEASING SPECIALIST is the community's sales representative whose primary duties are to greet prospects, to present professionally the features and benefits of their assigned community and properly secure lease agreements from qualified persons. A COMMUNITY LEASING SPECIALIST is very service oriented and strives to make current residents feel welcome and comfortable in their community. The COMMUNITY LEASING SPECIALIST will contact a person of authority should any situation warrant an action or decision not included in his or her duties and responsibilities.

QUALIFICATIONS

Position requires good leasing and closing skills, and the person must be able to type 30 WPM and be organized.

Work Hours: *20-40 hours per week depending on whether a full or part-time employee. Employee will be required to work a flexible work week.*

DUTIES AND RESPONSIBILITIES

- Conducts all business in accordance with company policies and procedures, Fair Housing, Americans with Disabilities Act, Fair Credit Reporting Act, and all other laws pertaining to apartments.

Marketing/Leasing

- Maintains a professional, yet friendly, atmosphere in the leasing office and other areas where prospective residents and residents meet.
- Inspects show apartments and "market ready" vacancies daily to ensure cleanliness.

- Answers incoming phone calls and handles each call accordingly, whether it is a prospect call, irate resident, service request, etc. Transfers calls to Assistant Community Manager or Community Manager when appropriate.
- Greets prospective residents, qualifies, determines needs and preferences, professionally presents community and specific apartments while communicating features and benefits.
- Maintains awareness of local market conditions and trends. Contributes ideas to the Community Manager for marketing property and for improving resident satisfaction.

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 prospects, sends thank-you notes and performs follow-up.
- Physically inspects property 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 needs to Community Manager.
- Organizes and files appropriate reports, leases and paperwork.
- Attends company meetings when requested.
- Assists Community Manager and Assistant Community Manager in preparation of daily and weekly reports, resident communications, move-out inventory, market surveys, etc.

General

- Performs any additional duties assigned by Assistant Community Manager, Community Manager or supervisor.

PHYSICAL REQUIREMENTS

- Stand and walk or sit alternatively depending on specific needs of the day. Estimate 70% of time spent on feet and 30% sitting at desk.
- Have constant need (66% to 100% of the time) to perform the following physical activities:

Bend/Stoop/Squat	Pick up litter, filing
Climb Stairs	Show and inspect property
Push or Pull	Inspect and show property, open and close doors
Reach Above Shoulder	Inspect property, store/retrieve supplies

- Have constant need (66% to 100% of the time) to perform standing and walking activities related to inspecting community and traveling between properties.
- Constant need (66% to 100% of time) to perform the following physical activities:

Writing/Typing	Corporate, inter-office, resident communication
Grasping/Turning	Telephone, doorknob use
Finger Dexterity	Typing, operation of office equipment
- Lifting/Carrying (paperwork, deliveries, files, miscellaneous):

Over 25 lbs.	Rare need (less than 1% of the time)
20 lbs. - 25 lbs.	Occasional need (1% to 33% of the time)
Less than 20 lbs.	Frequent need (33% to 66% of the time)
Under 10 lbs.	Constant need (66% to 100% of the time)

VISION REQUIREMENTS

- Constant need (66% to 100% of the time) to complete forms, read and review reports, answer a wide variety of correspondence, view computer screen. Frequent need to see small detail.
- Constant need (66% to 100% of the time) to see things clearly beyond arm's reach; e.g. inspecting community and showing property.

HEARING REQUIREMENTS

- Constant need (66% to 100% of the time) to communicate over telephone and in person with prospects, residents, vendors and corporate and resident staff.

SPEAKING REQUIREMENTS

- Constant need (66% to 100% of the time) to communicate over telephone and in person with prospects, residents, vendors and corporate and resident staff.

DRIVING/TRAVELING REQUIREMENTS

- Occasional need (1% to 33% of the time) to utilize personal transportation to inspect apartment community and surrounding neighborhood, make trips to visit the corporate office.
- Must have valid driver's license and automobile insurance.

WORKING ENVIRONMENT

- Indoors (66% to 100% of the time); frequently outdoors, all conditions (33% to 66% of the time).
- Occasional exposure (1% to 33% of time) to paint fumes, solvents, adhesives, etc.

REASONING DEVELOPMENT

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