



Leasing Professional Description

Position Summary

We are seeking a Full-Time Leasing Professional to join our team! The Leasing Professional role is primarily a sales position with a strong emphasis on customer service and achieving property goals. As a Leasing Professional, you will manage the sales process from start to finish, presenting our apartments and communities in a compelling way by building relationships and creating excitement. You will maintain these relationships by providing excellent customer service and helping current residents resolve problems as they arise.

Duties & 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.
- Maintains a professional, yet friendly, atmosphere in the leasing office and other areas where prospective residents and residents meet.
- Inspects models and "market ready" vacancies daily to ensure cleanliness.
- Answers incoming phone calls, texts, emails and handles each call accordingly, whether it is a prospect call, irate resident, service request, etc. Transfers calls to assistant manager or manager when appropriate.
- Greets prospective residents, qualifies, determines needs and preferences, and professionally presents community and specific apartments while communicating features and benefits.
- Maintains awareness of local market conditions and trends. Contributes ideas to the manager for marketing property and for improving resident satisfaction.
- Correctly completes all lease applications, assists with application verification and notifies prospective residents of results. Prepares miscellaneous resident communication as needed.
- Completes all lease paperwork including related addenda and accepts initial rents and deposits.
- Prepares Welcome gift, paperwork and keys for new residents.
- 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 manager.
- Organizes and files appropriate reports, leases and paperwork.
- Attends company meetings when requested.
- Assists manager and assistant manager in preparation of daily and weekly reports, resident communications, move-out inventory, market surveys, etc.
- Performs any additional duties assigned by assistant manager, manager or supervisor.



Requirements

Education

- High School Diploma or Equivalent (College Degree or Coursework Desirable)

Specialized Skills & Knowledge

- Prior Leasing Experience Preferred but Not Required
- Must be able to work in a fast-paced and customer service-oriented environment
- Understanding of computer systems, web applications and software.
- Performs duties under pressure and meets deadlines in a timely manner.
- Works as part of a team.
- High degree of flexibility with the ability to work independently
- Excellent organizational, presentation, interpersonal, written and oral communication skills
- Proven ability to engage quickly with individuals in an outgoing, friendly manner, and build and maintain relationships with business leaders