



Leasing Consultant

| | | | |
|-----------------------|------------|-----------------------------------|---|
| Department: | Leasing | Job Status: | Full Time |
| FLSA Status: | Non-Exempt | Reports To: | Community Manager or Leasing Manager |
| Work Schedule: | Flexible | Amount of Travel Required: | 0% |
| | | Positions Supervised: | None |

POSITION SUMMARY

The Leasing Consultant's primary job is to rent apartments, whether it's to a new prospect or a current resident. The Leasing Consultant will also be responsible to assist the Community Manager and Assistant Community Manager as directed.

UNIVERSAL COMPETENCIES

SERVICE

Initiative: Maintains a proactive and positive mindset; is goal oriented and knows how to get results.
Customer and Quality Focus: Consistently working for his/her customers and the company; cares about the quality of work and service provided.

Service Safety: Conducts day to day activities in such a way that safety for self and others is valued and observed; provides safe atmosphere for customers and business partners.

INTEGRITY

Professionalism: Demonstrates ethical behavior and honesty at all times. Level of Dependability: Maintains punctuality and acceptable attendance record; accepts responsibility for his/her own actions; willingness to adapt to changes in the organization. Adherence to All Company Policies and Procedure: Has knowledge of the established policies and procedures and abides by them. Asks the proper party if they don't know.

TEAMWORK

Cooperation: Works well with other associates/departments and collaborates effectively in team situations to improve overall performance.

Cohesion: Demonstrates concern for and about the customers and works to effectively partner with others to achieve success.

RESPECT

Adaptable: Creates an atmosphere that supports the open expression of ideas; is open and approachable.

Communication: Effectively communicates thoughts and concepts in a courteous manner to the position's direct supervisor; provides helpful feedback when applicable; shows interest and is attentive to the suggestions of others.

Courtesy: Maintains a personal and professional demeanor that exercises proper behavioral etiquette and looks to encourage and serve both customers and co-associates.

FINANCIAL RESPONSIBILITY

Innovative: Demonstrates efficiency and creativity; looks for better, faster and more efficient ways of doing things; handles challenges/obstacles with a positive outlook.

Performance: Exhibits a well-organized and timely approach to achieve desired results; aligns resources to meet the needs of the department; and takes corrective action when necessary.

Fiscal Safety: Concerned for the financial well-being of the company by compliance to safety procedure; awareness of liability concerns.

FUN

Passion: Enjoys the work that they do and demonstrates a pleasant demeanor on the job and shows desire for success.

Entrepreneurial Spirit: Exhibits behavior that is consistent with the Vision, Mission and Values of the Company; makes working environment enjoyable for self and others.

JOB SPECIFIC COMPETENCIES

- Perform all tasks related to renting apartment homes including generating traffic, responding to telephone and internet inquiries, greeting prospective residents, touring prospective residents throughout the property, qualifying prospects and closing the sale by obtaining a rental application and a deposit.
- Visually inspect entire property daily for cleanliness. Inspect and touch up model units.
- Process rental applications, obtain required documents, schedule move-ins and prepare all lease file documents.
- Maintain lease files per policy and procedure.
- Accurately record traffic from all sources daily.
- Convert minimum of 30% total traffic to leases.
- Follow up with prospective residents including a phone call within 24 hours and a minimum of two additional follow up contacts.
- Assist with planning and implementation of community marketing plan to generate traffic.
- Outreach marketing visits on a weekly basis. Maintain leads and contacts.
- Pick trash up off ground, operate trash compactor when necessary and if called for, carry cleaning supplies and/or vacuum up or down stairs to apartment homes, and clean apartment to bring it up to resident ready standards.
- Document all occurrences which need the Community Director's attention
- Record resident service requests accurately and in detail to assist the serviceteam in the timely completion of all requests.
- Schedule and inspect apartments for turnkey service.
- Receive and acknowledge resident notices and prepare files.
- Assist in lease renewal procedure by:
 - Complete lease renewal print out and submit to Community Director for approval.

- Contact each resident by phone prior to 75 days before the end of his or her initial term.
- Send renewal letters to those residents you are unable to reach by phone.
- Type new leases and all applicable addendums.
- Assemble move-in packages.
- Keep market survey of competitor rates up to date at least monthly and visit competitors three times annually.
- Keep all filing current.
- Schedule guest apartment and clubhouse rentals.
- Operate office alarm system in conjunction with opening and closing the office.
- Deliver thorough move-in presentation to new residents.
- Calculate daily rent, pro-rata charges, late fees, and percentages (multiplication, division, addition and subtraction skills necessary).
- Communicate clearly to residents, both verbally and in writing, using proper grammar and spelling.
- Maintain a complete clean and neat appearance. Personal appearance must be clean and neat at all times, according to MLPG policy.
- Demonstrates customer service skills by treating residents, coworkers, supervisors, and vendors with respect, answering questions in a calm and open manner from coworkers and residents. Responds sensitively to concerns/complaints and exhibits a sense of urgency.
- Assists the Community Director and Assistant Community Director with other tasks as required.
- Comply with MLPG policies.
- Embraces and executes the vision, mission, and beliefs of the Company.
- Is punctual and present at work when scheduled.
- Flexible with the work schedule, including availability to work weekends, evenings, and/or holidays.
- Additional duties as assigned.

POSITION QUALIFICATIONS

Education

High school degree required, college degree preferred.

SKILLS & ABILITIES

Computer Skills

Computer software experience to include MS Word, MS Excel, MS Outlook, Entrada and Google Suite.

Certificates & Licenses

Valid driver's license and current automobile insurance is required. Position requires individuals to furnish their own reliable transportation.

Other Requirements

Excellent written and verbal communication skills providing for effective communication with residents, prospects, employees, peers, vendors, owners, etc.

Basic understanding of Federal, State and local Fair Housing laws.

WORK ENVIRONMENT

The work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms and residences or commercial vehicles. The work area is adequately lighted, heated, and ventilated. On occasion, the incumbent may be exposed to dirty and/or hazardous conditions when inspecting vacated units

PHYSICAL DEMANDS

| Activity | Stand | Walk | Sit | Handling Reaching Outward | Reach Above Shoulder | Climb | Crawl | Squat/Kneel | Bend |
|-----------|-------|------|-----|---------------------------|----------------------|-------|-------|-------------|------|
| Frequency | C | C | F | F | F | O | O | F | F |

Vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The ability to hear, listen and speak.

| Weight | Lift/Carry Frequency | Push/Pull Frequency |
|---------------------|----------------------|---------------------|
| 10 lbs or less | F | F |
| 11-20 lbs 21-50 lbs | O | O |
| 51-100 lbs | N | N |
| Over 100 lbs | N | N |

N (Not Applicable) Activity is not applicable to this occupation.

O (Occasionally) Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently) Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly) Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

UNDERSTANDING OF JOB ESSENTIALS:

ML Property Group is a drug free, harassment free workplace. All candidates must pass a drug screen and an extensive background check. MLPG is an equal opportunity employer and does not tolerate harassment, discrimination or retaliation.

I understand that all pre-employment screening activities are conducted in compliance with federal and state employment laws. Background checks are completed during the post-offer stage of the employment process in compliance with the Fair Credit Reporting Act requirements.

I also fully understand the content of this job description, have had the opportunity to ask questions regarding this job description, and have had the job duties and responsibilities, requisites, and physical demands and working conditions explained to me. I am capable of performing the essential functions of this job with or without reasonable accommodation. If I need accommodation, I will ask the hiring manager for it.

Printed Name _____ Date _____

Signature _____