



JOB DESCRIPTION

Position Title: Leasing Consultant **FLSA Status:** Non-Exempt

Reports to: Property Manager; Leasing Manager **Effective Date:** 2018

Job Summary:

Responsibility for the performance of all activities related to apartment rentals, move-ins and lease renewals interacting with prospective and current residents to achieve maximum occupancy. Activities include generating and handling traffic, leasing apartments, qualifying prospects, preparing lease documentation and completing move-in paperwork and procedures in accordance with applicable laws and company policies. Leasing consultants also assist with the on-going relationship with the residents throughout their tenancy. This position operates within and contributes to an environment in compliance with Fair Housing laws and Equal Employment Opportunity.

Essential Responsibilities:

- Successfully market vacant units and renew occupied units
- Conduct market surveys to analyze competitors
- Track all telephone and office traffic
- Conduct property tours to prospective residents demonstrating the property's amenities
- Follow-up with potential residents who are up for renewal until the lease is "closed"
- Conduct credit checks and income verifications on prospective residents while maintaining complete confidentiality
- Draft leases for new residents and renewals for current residents
- Walk vacant unit/inspect and report any repair items in show apartments/models
- Prepare welcome packages for new residents/resident connect
- Schedule move-in/move-outs (elevators, keys, etc.)
- Provide customer service to current residents
- Plan and coordinate events to promote resident retention
- Process maintenance/work orders
- Maintain control in emergencies
- Check-in all resident packages delivered to office
- General administrative duties (i.e. filing, answering phones, mail, faxing, email, collecting rent)
- Attend and participate in property staff meetings
- Efficiently multi-task and prioritize various activities
- Completion of internal training
- Performs other duties as assigned by Management.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Qualifications:

Educational Requirements: High-school diploma/GED

Work Experience: 6mo-1 yr. of leasing/customer service/sales experience

Additional Qualifications:

Other Skills and Abilities:

- Administrative Skills- Answering phones, filing, typing, emailing correspondence, faxing, mailing and data entry
- Analytical Skills- Analyzing leases, work orders, identifying discrepancies on invoices, evaluating prospective residents' needs and how to resolve them
- Communication/Language Skills- Written/oral communication with staff and residents, interaction with vendors and marketing contacts, policies and procedures
- Computer Skills- Excel, Internet, Outlook, Word and MRI
- Coordinating Skills- Scheduling resident activities, prospective resident appointments and prioritizing tasks
- Creative Skills- Marketing presentations, sales and leasing
- Mathematical Skills- Calculating lease balances, move-in costs, credit/debit to income, pro-rating leases, calculating special rates (i.e. pets and garages)
- Other Skills- Confidentiality, customer service, diplomacy, initiative, team orientation and time management

Physical Demands:

Nothing contained in this job description for employees of NM Residential is intended to create (nor shall be construed as creating) a contract of employment (expressed or implied), or guarantee employment for a definite or indefinite term.

Employee Acknowledgement:

I hereby acknowledge that I have read and received a copy of this job description. I understand the requirements, essential functions, and duties of the position. I further understand that my employment shall be "at will" at all times, meaning that either NM Residential or I may terminate my employment with or without notice or cause at any time.

Signature: _____

Print Name: _____

Date: _____