

Job Title: Leasing Agent Department: RPM Reports To: Property Manager	FLSA Status: Non-Exempt Supervises Others: No Number Supervises: 0
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Position Summary:

The Leasing Agent is the first point of contact with customers. They are responsible providing general property information, marketing the property, showing units, and leasing units and answering resident questions.

Position Responsibilities:

- Conduct themselves and property business according to State and Federal laws and regulations
- Open and close leasing office at scheduled times
- Meet and greet prospective residents. Show units to prospective residents and explain occupancy terms
- Answer and respond to telephone inquiries and schedule site visits as appropriate
- Assist prospects through the application and screening process
- Review lease paperwork with residents and explain property rules and regulations. Ensure all lease paperwork is completed correctly
- Collect deposits, ensure lease files are complete and that the correct entries are posted in the management system
- Ensure deposits are posted per company policies
- Work with property team to implement renewal program and work to maximize resident renewals
- Assist with resident complaints and answers resident questions
- Train residents on Resident Portal and submit service requests as needed
- Inspect rent ready units to ensure property standards are being met
- Monitor the condition of property common areas for potential problems including potential safety hazards, lease violations, curb appeal, office and model appearance and signage and ensure property standards are being met and assist with cleaning when needed
- Assist with the required weekly and monthly property reports
- Assist with market research and generating market comparison reports
- Assist with Community events
- Conduct company errands off the property including purchase of supplies, post office mailings, etc.
- Prepare monthly newsletter and manage property social media platforms
- Responsible for meeting training requirements per company policy and for requirements that allow you to maintain industry certifications.
- Other duties as assigned

Essential Skills and Experience:

- Knowledge of Fair Housing laws and regulations is preferred
- Must have excellent customer service skills and be able to communicate effectively with all levels of management and personnel
- Must be proficient with Microsoft Office Software

Physical Demands and Work Environment:

The work is described as light in physical demand. Requirements include the ability to frequently sit, stand, walk, extend arms and hands forward and overhead and grasp. Must be able to occasionally bend, crouch or stoop. Must be able to walk up and down stairs. Must be able to lift and carry up to 25 pounds. Must have close and distance vision and the ability to adjust focus. Position requires hours of computer work per day.

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is conducted in a typical office environment with temperature control and natural and artificial light. Outdoor activities require exposure to seasonal weather and the associated temperature fluctuations.