

Ashley Management Corporation

POSITION DESCRIPTION

Position: Leasing Consultant	
Department: Property Management	Reports to: Community Manager
Classification: Non-Exempt	Date: June 2015

PURPOSE: Assists the Community Manager in leasing and selling the products and services of the property by combining customer service, marketing, sales, and building excellent professional relationships with guests and residents with a focus on retention, by performing the following duties:

Duties & Responsibilities: Essential Duties and Functions are numbered in the list below. Non-Essential Duties may also be listed if appropriate for the position description.	
1.	Sell property's products and services to prospects. Convert phone calls to tours, property tours to leases and internet leads to tours and/or leases - close the sale.
2.	Prepare lease-related paperwork and ensure it is complete according to property policies and procedures. Explain lease documents to residents, when necessary. Responsible for proper maintenance of all resident and property files. Maintain thorough knowledge of lease terms, specifications and all community policies.
3.	Develop and maintain effective customer service skills, including telephone and personal sales skills. Maintain professional, customer oriented communication (verbal and written) for all contacts with new and existing residents.
4.	Collect for presentation to Community Manager information required to qualify, screen and accept applicants for residence while following established policies, procedures and Fair Housing requirements.
5.	Maintain prospect traffic and leasing data and assist with other data entry as needed.
6.	Quickly completes maintenance service requests and informs the maintenance team. Answer questions for residents about community, repairs, rent, rules, etc. Follow-up on a timely basis if unable to respond to residents on all matters.
7.	Ensure leasing office, tour path, model and/or vacant apartments, amenities and general curb appeal is pleasing to all 5 senses and is impeccably clean, if necessary spot cleaning to maintain a high standard of cleanliness.
8.	Fully informed of current rental rates, sizes, locations and all amenities of property.
9.	Maintain customer service standards by; greeting prospects, responding to resident requests, working with residents to minimize problems and complaints, delivering gifts, inspecting units for move-in, and following through to ensure that issues are resolved.
10.	As assigned, properly open and/or close leasing office according to property guidelines.
11.	Be vigilant of property condition in consideration of issues affecting curb appeal and safety. Immediately report to Community Manager any physical condition of the property that jeopardizes safety or is otherwise needing repair.
12.	Be attentive of contractors performing work on property and report any unsafe or inappropriate observations to supervisor. Similarly, report activities by any parties that seem inappropriate or questionable to you.
13.	Attend and participate in sales, customer service, and other training programs to maintain personal skill level.
	Responsible for assisting Community Manager in the collection of delinquent rents and lease renewals.
	Assist in planning resident functions. Attend functions and participate as host for any functions as directed by the Community Manager.
	Other duties as necessary or assigned.

Supervision Provided: No direct reports. Works laterally with other specialists.

QUALIFICATIONS To perform this position successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

Education & Experience (minimum required to enter the position): A high school level or equivalent is required. No previous property management experience is required. Experience varies given the property size and type and may vary within a position at a given property.
Required Skills or Knowledge: This position requires the ability to communicate effectively and present a positive, professional image. In addition, the position requires the following: <ul style="list-style-type: none"> • Good organizational skills • Excellent communication skills – verbal and written • Strong customer service • Assertiveness • Ability to close a sale
Technical Competencies: Valid Driver’s License, current automobile insurance and acceptable driving record.
Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively with customers and co-workers.
Mathematical Skills: Ability to perform basic to intermediate math functions.
Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
Physical Demands and Environmental Conditions: Ability to physically inspect, show to prospects and deliver notices to the property. Frequently required to stand, walk, sit, and reach with hands and arms. Must occasionally lift and/or move up to 10 lbs. Ability to withstand all weather conditions, including temperatures in excess of 90 degrees or below 32 degrees.
Equipment Used: This position may require the use of the employee’s personal vehicle around the property and on short errands. Ability to drive a vehicle without jeopardizing the safety of residents and fellow associates. May require individual to wear company specified uniform and any necessary personal protective equipment (PPE.) If a uniform is not issued, the property may require a higher dress standard for its sales professionals. Requires the use of general office equipment including but not limited to; computers, copy machines, telephones, cellular phones and safety equipment.

Approval and Agreement of Position Understanding:

Manager’s Signature: _____ Date: _____

Employee’s Signature: _____ Date: _____