

## **Leasing Consultant** Job Responsibilities

### **Leasing/Marketing Related**

- First person responsible to answer the telephone, handle “walk-in” traffic and to show tours.
- Answer telephone in a friendly manner. Visit with prospects in such a way that communicates interest in their needs.
- Schedule appointments for tours, utilizing company procedures including appointment book, traffic log, 7-day tray, etc. Record all phone calls and walk-ins on traffic log.
- Follow-up with prospective residents who do not leave a deposit.
- Primary person to walk the model and/or mini model daily to ensure all lights work and the unit is ready for tours. Check the patio and entrance area and make sure it is free from trash and debris.
- Review Priority Action Drawer each morning to incorporate the steps needed to follow-up on pending applications. Utilize established systems to ensure rental applications are processed in a timely manner.
- Submit completed rental application to screening agency and related paperwork to the Lease Administration for Pre-Approval of household. (Tax Credit Units Only)
- Notify applicant once they are approved and schedule the Lease signing and Move-in Inspections in appointment book.
- Prepare leases and addendums for approved applicants.
- Complete Lease paperwork and Move-In Inspection with new residents.
- Review lease expiration dates and utilize Re-Certification/Renewal Process Checklist to deliver notices, which allows adequate time to schedule an appointment with the resident to review and sign the new lease.
- Visit area businesses to request marketing information for the Move-In bags.
- Refer to “Marketing Plan” and assist with Resident activities as outlined to promote resident retention.
- Complete Market Surveys as requested.
- Shop the Comps (competitive properties) as requested so you are knowledgeable about other apartment communities in the area market.
- Follow-up with prospects on the Courtesy Call-Back list after receiving Notices to Vacate to determine if they are interested in the upcoming available floor plan and unit.

### **Product Readiness**

- Walk and “sparkle” vacants units weekly and make sure they are in “Rent Ready” condition. Prepare and display move-in gift and move-in packet in ready units.
- Utilize system to check out individual unit key(s) to vendors and have them sign key log to document they have keys. (Master keys are not to be handed to any vendor or contractor).
- Schedule and complete joint move-out inspections and related paperwork to determine any charges that need to be assessed to the vacating resident. Route to Property/Community Manager for direction to process move-out paperwork.
- Write Service Requests for maintenance repairs received from residents and/or others. Follow-up with a telephone call to the resident to make sure work was completed to their satisfaction.

### **Office Related**

- Utilize On-Site Calendar that is provided each month as a primary tool for tasks that are to be completed during the month.
- Complete Lease Concerns and follow-up with residents as needed.
- Collect and process monthly rent, post 3-day notices and related rent collection tasks as directed by the Property/Community Manager.
- Deliver resident notices and make sure all are delivered prior to end of day.
- Open mail and process as directed by the Property/Community Manager.
- Check voice mail, faxes and email throughout day and respond as needed.
- Direct Resident and Property related issues as they arise to the Property/Community Manager. Document conversations and/or situations utilizing Resident Concern Documentation and other related forms.
- For sites that accept packages, notify residents to pick-up at the office. Coordinate delivery if needed.
- Assist in completing Weekly Reports, set-aside monitoring and other reports as assigned by Property/Community Manager.
- Complete special projects and other duties as may be determined.