



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Leasing Professional</b>
<b>Department/Location:</b>	Residential
<b>Reports to:</b>	Director of Residential Property Management
<b>Position Supervises:</b>	n/a
<b>Fair Labor Standards Act (FLSA) Status:</b>	Non-Exempt, Hourly
<b>Employment Status:</b>	Full Time
<b>Revision Date:</b>	02/14/2022

## JOB SUMMARY

Responsible for the day-to-day leasing operations of the properties including but not limited to responding to rental inquiries, leading property tours and managing resident relations.

## ESSENTIAL FUNCTIONS & RESPONSIBILITIES

### Leasing

- Utilize and maintain CRM system per company procedure.
- Maintain and ensure accuracy of property availability board.
- Answer prospect phone calls and emails in a timely manner according to company protocol.
- Consult with prospective residents to identify requirements and budgets and then matches these needs with available properties.
- Ensure available apartments are fresh and tidy. Perform light cleaning of apartments being toured to include wiping down surfaces and sinks and sweeping/vacuuming floors as needed.
- Schedule and perform tours of available units to rent as well as community amenities and common spaces.
- Organize and lead property open houses.
- Ensure accuracy and completion of prospect rental applications and collects supporting documentation and application fees and deposits as needed.
- Create and maintains a wait list as needed.
- Perform timely and frequent follow-ups with prospective residents yet to make a leasing decision.
- Keep up knowledge of employers, services, stores and restaurants in the local community.
- Shop competitor properties and perform outreach marketing as directed.

### Resident Relations

- Develop strong rapport through quality customer service and effective communication while enforcing company and community policies.
- Assist with move-ins and move-outs and complete apartment inspection reports as needed.
- Ensure that all resident requests or complaints are responded to in a timely, efficient, and courteous manner. Communicate with Property Managers regarding any difficult or unique situations that should be escalated, especially if there are requests for exceptions to normal procedures and policies.



- Ensure that resident files are complete and maintained per company procedure, including all resident data within Yardi.
- Assist with the delivery of notices, flyers and gifts to resident's doors.
- Contribute to the implementation, design, and maintenance of a resident retention program to include newsletters, resident referral incentive, and social activities.
- Report any unusual and/or extraordinary circumstances regarding the residents or the property to the Property Manager.

#### **Facilities Management**

- Regularly inspect grounds and common areas and work with the Property Manager to take necessary action.
- Work with Property Manager, maintenance, and janitorial personnel to ensure work orders are completed in a timely manner.
- Report accidents and emergency situations to the Property Manager in a timely manner.

#### **Financial Operations**

- When applicable, help Property Managers with the collection of rent payments per company procedure.

#### **Miscellaneous**

- Instill and demonstrate the Mission, Vision, and Values of Urban Land Interests to all employees, residents, and vendors.
- Follow and ensure compliance of all Fair Housing laws.
- Demonstrate thorough knowledge and ensure compliance with company policies and procedures.
- Encouraged to seek educational opportunities and self-improvement for personal growth and development to be discussed with Portfolio Supervisor.
- Maintain a positive working relationship within the community, with employees, owners, vendors and outside agencies to help positively promote Urban Land Interests.
- Perform other duties which may be required to ensure economic success of Urban Land Interests as necessary.

### **JOB KNOWLEDGE, SKILLS & ABILITIES**

- Able to apply principles of logical thinking to define problems, collect pertinent data, establish facts, draw valid conclusions and initiate appropriate course of action.
- Highly organized with a good attention to detail. Strong ability to prioritize responsibilities.
- Effectively convey ideas, images, and goals to a diverse group of personalities.
- Excellent communications skills by phone, in person, and over email.
- Must possess a positive, friendly attitude and have the ability to work well under pressure.
- Strong customer service skills.
- Competence in Microsoft Office Suite including Word, Excel, and Outlook. Experience with Yardi and Adobe a plus. Knowledge of social media platforms also a plus.



**EDUCATION/CERTIFICATION/LICENSURE**

- High School degree required. College degree in business, communication, marketing or related field preferred.
- ARM or CAM experience a plus.

**EXPERIENCE**

- 1-3 years in Property Management or Customer Service related field preferred.

**WORKING CONDITIONS**

- Must be able to periodically lift up to 20 lbs. and up to 40 lbs. occasionally.
- Ability to walk and traverse stairs on a regular and daily basis.
- Inside and outside work in all types of weather (heat, snow, rain, cold, etc.). Must wear slip resistant footwear appropriate for the season.

**PHYSICAL REQUIREMENTS**

	<b>NOT REQUIRED</b>	<b>OCCASIONALLY (33%)</b>	<b>FREQUENTLY (66%)</b>	<b>CONTINUOUSLY (100%)</b>
<b>Standing</b>			X	
<b>Walking</b>			X	
<b>Sitting</b>			X	
<b>Lifting</b>		X		
<b>Carrying</b>		X		
<b>Pushing</b>		X		
<b>Pulling</b>		X		
<b>Climbing</b>		X		
<b>Balancing</b>	X			
<b>Stooping</b>		X		
<b>Kneeling</b>		X		
<b>Crawling</b>	X			
<b>Reaching</b>		X		
<b>Handling</b>				X
<b>Speaking</b>				X



## Urban Land Interests

<b>Hearing</b>				X
<b>Seeing</b>				X
<b>Color Vision</b>	X			
<b>Depth Perception</b>				X

I have read the above job description and acknowledge my understanding of the duties and responsibilities set forth herein.

Employee Name (please print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_