



JOB DESCRIPTION

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

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



Urban Land Interests

Hearing				X
Seeing				X
Color Vision	X			
Depth Perception				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: _____