

# Leasing Manager Job Description

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## COMPENSATION

Position is non-exempt and eligible for pre-approved overtime. Eligible for commissions as defined under current programs.

## POSITION SUMMARY

Position is reserved for assets with 500+ units and/or is part of a multi-site management team. The person in this position is responsible for directing the leasing staff and oversees all marketing, renewal and leasing functions. Accountable for: securing appointments and maximizing rentals, meeting budget revenue and expense expectations, providing a quality living environment for residents, performing all administrative duties related to the on-site sales/marketing function, and establishing a positive and productive working relationship with the staff. This position reports to the Community Manager.

## KEY RESPONSIBILITIES

Key responsibilities of this position include, but are not limited to the following:

- Oversees, in conjunction with the Community Manager and/or Assistant Manager, day-to-day sales, marketing, and administrative operations of the community
- Monitors and directs leasing and renewal activity providing clear goals and expectations to staff, delegating work and providing coaching when necessary
- Maintains the highest level of customer service for prospects, residents, vendors, and corporate departments
- Compliance with company standards as defined in the Human Resources Policy Manual, Operations Playbook and applicable laws, e.g., Fair Housing, Landlord Tenant, Local Building Codes, OSHA, and EEOC

## ATTENDANCE

Position requires ability to work any of the 7 days of the week, 52 weeks of the year. It is critical that individuals possess the ability to work their scheduled hours plus any other hours necessary to complete the job and must attend training classes as scheduled. Work schedules and locations are subject to change. Ensure compliance with time management policies including meal and rest periods.

## MINIMUM JOB REQUIREMENTS

- High school diploma or equivalent preferred
- Five years industry experience with proven track record of high closing ratio
- Two years' experience in direct staff supervision with the ability to supervise three or more associates
- Exceptional sales, marketing and customer service experience
- Proven organizational and time management skills
- Valid driver license and automobile insurance
- Ability to read and write English; speak English and understand spoken English
- Proficient understanding of the Microsoft suite, property management software preferred

## PHYSICAL REQUIREMENTS

- Job is intermittently sedentary, but requires mobility (i.e., climb stairs) to tour community on a daily basis
- Will use some repetitive motion of hands/wrists using a computer
- Requires light lifting

# Leasing Manager Performance Standards

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The purpose of the performance standards is to outline more specifically the details of the position. This is not an all-inclusive list, and duties specific to another position may be assigned to you.

## COMMUNITY OPERATIONS

- Creates action plans aimed at meeting or beating budgeted occupancy.
- Demonstrates proficient knowledge in relation to sales, marketing concepts and plans
- Remains current on legal requirements for leasing apartments
- Effectively differentiates between typical resident issues and potential liabilities
- Completes daily property walks of tour route, pending move-in and target units, addressing deficiencies immediately
- Follows up on guest cards, applications and lease files daily
- Actively makes multiple attempts to close
- Plans and conducts resident retention programs and functions that add value to property operations
- Renewal planning and monitoring
- Analyzes move out trends and adjusts leasing strategy as needed
- Reviews and approves new lease files

## LEADERSHIP/PERSONNEL MANAGEMENT

- Interacts productively with coworkers, vendors, prospects and residents in a professional manner
- Maintains a professional appearance at all times
- Fosters a culture of teamwork and cooperation among associates
- Holds associates accountable for quality of work, timeliness of service and LMS training.
- Demonstrates the ability to supervise associates and provide developmental feedback as necessary
- Effectively supervises the sales team via weekly meetings and goal setting
- Provides constructive feedback to the team and request random mystery shop evaluations
- Participates in annual performance reviews

## CUSTOMER SERVICE/MARKET KNOWLEDGE

- Demonstrates effective sales skills over the phone and in person
- Attempts to understand resident needs prior to providing information on apartments and the community
- Participates in completion of market surveys and analyze information to make pricing recommendations
- Understands market specific trends and effectively markets and prices apartments
- Ensures internet marketing and websites are updated per policy
- YieldStar pricing review and recommendations

## ADMINISTRATION/OTHER DUTIES

- Adapts to change and follows instruction
- Alternates between the sales role and administrative role efficiently

- Receives constructive feedback in a professional manner
- Completes error free, high quality reports in a timely manner
- Proficient in computer applications and usage as it relates to property management
- Completes all company required training in a timely manner
- Manages administration of resident files to ensure completeness and accuracy

# Leasing Manager Acknowledgment

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This job description is not an all-inclusive list of functions and tasks. Job functions may be added, deleted or modified at any time by your management team. Receipt or possession of this job description does not constitute a contract of employment.

I acknowledge I have reviewed and am in receipt of the Leasing Manager Job Description related to my position with Essex Property Trust.

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

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Printed Name