

# Leasing Specialist 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

The person in this position is responsible for leasing, marketing and maintaining positive resident relations. Accountable for: securing appointments and presenting community features to maximize rentals, providing exceptional customer service to prospects and residents, and performing all administrative duties related to the on-site sales/marketing function. This position reports to the Community Manager or Assistant Manager.

## KEY RESPONSIBILITIES

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

- Lease apartments and sell ancillary products and services
- Provide a quality leasing experience for future residents as it relates to their interaction with the community
- Provides professional service at all times, exercising discretion as it relates to confidential resident, property and company information
- Assists residents with work order requests, ensuring quality and completion
- 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
- Two years industry experience with proven track record of high closing ratio, or related experience
- Strong sales, marketing and customer service experience
- Good 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 Specialist 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

- Demonstrates proficient knowledge in relation to sales, marketing concepts and plans
- Completes daily property walks of tour route, pending move-in and target units, addressing deficiencies immediately and posting of Craigslist Ads daily (Minimum of three per day).
- Follows up with prospective leads within company guidelines.
- Complies with current leasing procedures.
- Remains current on legal requirements for leasing apartments
- Effectively differentiates between typical resident issues and potential liabilities
- Assists with coordination of resident retention programs and functions that add value to property operations
- Follow up on renewal activity and prepare lease renewal paperwork as needed.

## 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

## CUSTOMER SERVICE/MARKET KNOWLEDGE

- Demonstrates effective sales skills over the phone and in person
- Maintains current in-depth knowledge of the associated market and trends
- Provides accurate information about the community regarding different floor plans, amenities and pricing options
- Effectively markets vacancies using various methods of advertising
- Attempts to understand resident needs prior to providing information on apartments and the community
- Ensures internet marketing and websites are updated per policy
- Understand market rent vs. renewal options in order to eliminate lease deviations.

## 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
- Responsible for resident file documentation, corporate programs, application and rental documentation
- Proficient in computer applications and usage as it relates to property management
- Completes all company required training in a timely manner

# Leasing Specialist 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 Specialist Job Description related to my position with Essex Property Trust.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

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Manager Signature

\_\_\_\_\_  
Date

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

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Printed Name