

CVG Properties – Leasing Consultant

TYPE OF WORK:
Leasing Consultant

SKILLS, KNOWLEDGE AND PERSONAL CHARACTERISTICS:

The following attributes are desirable for job success: Experience in managing/leasing multi-family properties with certification in multi-family (ARM, CAM, NALP, etc.)

- strong customer service skills with the desire to work with people
- strong sales skills
- ability to multi-task
- ability to communicate effectively
- safety conscious
- ability to assert yourself
- preference for detail work
- ability to work well under pressure
- self-motivated and self-directed
- ability to work with/without direct supervision
- the ability to become a team leader

The leasing consultant is primarily the first point of contact for residents and prospective residents and is generally responsible for performing all activities related to apartment rentals, resident move-ins and lease renewals including the completion of all required administrative paperwork.

SUMMARY OF FUNCTIONS:

Responsible for conversion of telephone and walk-in prospects to leases. Resulting in both maintaining and increasing occupancy. To effectively communicate with existing residents and establish a successful renewal program.

Responsible for weekly/monthly reports which include a weekly market survey, and resident work order follow up. Receiving and posting of rents. To assist the Community Manager and Assistant Manager with the coordination of day-to-day activities of the development, in accordance with the standards established by CVG Properties. Assist in maintaining office clerical, filing and record keeping systems. Identify and strive to meet the resident's needs.

MAJOR DUTIES AND RESPONSIBILITIES:

Duties may include, but are not limited to:

1) Marketing:

- a. Respond effectively to telephone inquiries to generate prospective resident visits to the property. Maintain a call to show ratio of at least 65%.
- b. Show apartments, utilizing sales skills to demonstrate market ready product and availability to close prospects. Maintain a deposit to show ratio of at least 50%.
- c. Follow-up with prospective residents.
- d. Monitor telephone and walk-in traffic at property via welcome cards and traffic logs.
- e. Walk model tour route and open models daily to ensure an excellent presentation.
- f. Obtain lease information and complete lease applications. Conduct required credit and reference checks. Set up and maintain lease files.
- g. Conduct periodic market surveys, as requested.

2) Encourage resident retention by contacting all residents on renewal report that are not currently on lease.

3) Lease Administration:

- a. Perform move-in inspections with new residents.
- b. Review Welcome packet with new resident in a timely manner.
- c. Maintain legal records/files.
- d. Input daily activity on daily and vacancy reports.

4) Assist with resident relations:

- a. Prepare and process resident service requests.
- b. Assist with resident problems and complaints concerning rent payments, service requests, etc.
- c. Assist with preparation of newsletters and promotional flyers.
- d. Assist with the planning of community activities and events.

5) Accounting policies and procedures:

- a. Collect, record & deposit rental payments, application fees, security deposits, etc.
- b. Assist in the maintenance of account records and journals and make bank deposits.
- c. Help to prepare weekly and monthly reports as required.
- d. Help to prepare legal action for evictions, as necessary.

6) Supervisory responsibilities – none. The leasing consultant reports directly to the Community Manager and may also receive direction from the Assistant Manager and has no subordinates.

OTHER REQUIREMENTS:

Hours vary by community but the ability to work weekends is required. Schedule may vary according to individual property and on-site manager.

Amount of Overtime: Limited to needs of property.

Physical requirements: Must be able to perform the physical functions of the position, which may include, but are not limited to: ability to walk property, including 4 flights of stairs, to complete physical inspections, deliver resident communications, and show apartments. Be able to effectively communicate with residents, staff, supervisors, vendors, etc. Must be able to lift a minimum of 60 lbs. to facilitate vacuuming, moving office furniture & lifting of supplies as needed.

Preferred Experience: Customer service training in property management or another highly customer service or sales driven business. Strong interpersonal and communication skills.

Education: High School Degree, G.E.D, College Degree preferred.

Residency: Must meet requirements for residency in the community for which they have applied.

Must have a reliable vehicle to run errands, including daily bank deposits. Must have proof of liability insurance for same.

Bondable and Valid Driver's License.