



Job Title: Leasing Assistant
Reports to: Property Manager
Classification: Staff

FLSA: Nonexempt

Job Grade: TBD

Job Summary

The Leasing Assistant performs a variety of administrative tasks focused on customer service and building security on assigned properties. The Leasing Assistant acts as a first point of contact for all who enter the building, greeting and accommodating residents and their guests, performing guest transactions, answering the telephone, operating necessary front office equipment, and other customer service-related duties to ensure high-quality tenant relations. Work is performed under the direction of the Property Manager.

Essential Duties and Responsibilities

- Answer the phone and provides accurate and courteous information to prospective residents.
- At the beginning of each shift; tour building(s) and record any health and safety or related information in writing.
- Maintain the front entrance and desk in a neat and tidy manner suitable for a professional office environment.
- Observe security monitors of building for unusual activity.
- Contact emergency services if needed for a resident crisis.
- Sign in resident guest(s) on the computer.
- Answer incoming telephone calls after hours or in absence of property manager.
- Assist applicants in filling out apartment applications.
- Receive monthly resident rent checks.
- Contact residents to alert them of a package or message pickup after hours.
- Maintain "vendor/subcontractor presence" logs.
- Remind residents of building rules if violations are observed.
- Serve as point-of-contact for emergency services such as fire/police/rescue departments when there are after-hour needs.
- Assist property manager in delivering notices to residents as required.
- Work with volunteers to keep building clean (CCD workers).
- Display a positive, helpful and courteous customer-focused demeanor with current and prospective residents.
- Working hours may vary, but customary schedule is usually Monday –Friday from 8 a.m. – 5 p.m. with a one-hour lunch break. Additional evening or weekend hours may be required as work demands dictate, with overtime pay for hours worked over 40 in a standard work week.
- Regular attendance and punctuality are required to maintain efficient operations and provide support to residents and staff.
- Employee must provide their own reliable transportation to/from work.
- Performs property related duties as requested by Leasing Associate, including, but not limited to filing reports, resident retention activities and general errands.



Knowledge, Skills, and Abilities

- Skilled in use of computers and software applications, and proficiency with Microsoft Word and Excel.
- Ability to establish and maintain effective relationships with residents and with co-workers.
- Good written and verbal communication skills.
- Strong organizational skills; capable of managing and prioritizing multiple tasks/responsibilities.
- Must have knowledge of and ability to operate standard office equipment.
- Some familiarity with property management functions, Landlord-Tenant, and Fair Housing laws.
- Multilingual ability desirable in communities and markets served.

Education and Experience

- High School diploma or the equivalent (GED) required.
- Previous customer service experience preferred.

Environmental Factors and Physical Requirements

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations, as required under the Americans with Disabilities Act ("ADA"), will be made to enable individuals with disabilities to perform the essential functions. The employee must possess:

- Ambulatory/walking ability, including climbing stairs and navigating uneven, rough or rocky terrain to inspect properties on a daily basis to ensure routine upkeep/maintenance and ensure property safety and livability for tenants.
- Ability to lift or carry light to medium weights (document files, laptop computer and/or other customary administrative equipment) up to 25 pounds.
- Ability to type and use customary administrative equipment such as desktop computer/laptop, telephonic equipment, copier, scanner, printer, 10-key adding machine, and similar items.
- Strong verbal and written communications skills to effectively convey information and/or make presentations to potential customers and/or convey complex information to other staff, stakeholders and strategic partners.
- Visual acuity to perform activities including accurately preparing and analyzing data and figures, read and respond to large volumes of email and written communications, and routinely perform visual inspection of property conditions, etc.
- Ability to withstand occasional exposure to noise, dust or commonly present environmental chemicals or fumes.
- Most work is conducted in a typical office setting with temperature control and natural and artificial light; however, employee must be able to perform occasional outdoor activities requiring exposure to seasonal weather and associated temperature fluctuations.



Safety

Individual employees in this position shall adhere to policies outlined in Better Housing Coalition Management (BHCM) and the BHC Employee Handbook, which may be updated at any time. Employee shall adhere to OSHA safety standards and established company safety protocols and utilize any safety equipment prescribed for particular operations. The employee should not assume that the company or supervisor is aware of potential safety hazards, and has a duty to report any environmental hazards or if a health or safety concern arises.