

REEP Management

LEASING AGENT

IMMEDIATE SUPERVISOR: PROPERTY MANAGER

The Leasing is a vital role in the community. The position should generate and lease to traffic with the purpose of increasing occupancy. This position is responsible for apartment rentals, move-ins, and lease renewals. The leasing consultant provides a high level of customer service and should be an expert in obtaining product knowledge of the property and competitors.

Primary Responsibilities

I. Personnel

- Responsible for proper maintenance of all resident and property files.
- Have a comprehensive working knowledge of all lease related documents and be able to accurately complete in a timely manner. Oversee the daily maintenance of all files.
- Inspect all pre-leased apartments prior to the resident's scheduled move-in date.
- Understand the community and know all specials and floor plans. Create and maintain waiting lists while having a sense of urgency.
- Be able to score an 80% or better on all shopping reports.
- Have a professional appearance and demeanor at all times.

II. Administrative

- Lease all vacant and upcoming vacant units by qualifying prospective residents in accordance with company standards and Fair Housing Guidelines.
- Maintain at least a 40% closing ratio.
- Enter all traffic into Resman daily.
- Responsible for "shopping" competitive properties to stay abreast of industry trends.
- Execute lease renewal procedure to maximize resident retention and coordinate all move-in dates and all changes regarding move-outs.
- Complete guest cards and follow up with prospects to increase occupancy.
- Other duties as assigned.

III. Customer Service

- Answer incoming phone calls professionally and handle accordingly while maintaining quality customer service at all times. Welcome and show enthusiasm to all prospects, residents and vendors.
- Possess strong communication skills with an outgoing personality and meet all prospects' needs by identifying "hot buttons" and showing them we care.

IV. Maintenance

- Route any service requests needed to the maintenance team and monitor resident satisfaction in person or through follow-up calls. Pick up litter on the property and report any needs to maintenance team.

REEP employees are expected to conduct themselves in a professional manner at all times, perform the tasks delegated by supervisors, and observe and support the company's policies and procedures.

Please email most current resume and cover letter to cindy@reepmanagement.com