



LEASING PROFESSIONAL

Reports to: Community Director and/or Assistant Community Director

The purpose of this position description is to communicate the responsibilities and duties associated with the position of Leasing Professional. While the following information should be considered a comprehensive description of this position, it should also be noted that some responsibilities and duties may not be specifically addressed.

Every associate is expected to perform any reasonable task or request that is consistent with fulfilling Indio Management's objectives.

It is imperative that you review these duties, skills and physical requirements closely and that you understand that, by signing the Position Description Acknowledgment, you are verifying that you can perform all the duties, have the skills and possess the physical abilities that are necessary to perform the job as described.

JOB BRIEF: Non-Exempt/Hourly – Eligible for approved overtime. The Leasing Professional is the community's sales representative whose primary duties are to greet prospects, to present professionally the features and benefits of their assigned community and properly secure lease agreements from qualified persons. A Leasing Professional is very service oriented and strives to make current residents feel welcome and comfortable in their community. Leasing Professional will contact a person of authority should any situation warrant an action or decision not included in his or her duties and responsibilities.

QUALIFICATIONS

Must meet all physical requirements and be able to take direction.

DUTIES AND RESPONSIBILITIES

Conducts all business in accordance with company policies and procedures, Fair Housing, Americans with Disabilities Act, Fair Credit Reporting Act, and all other laws pertaining to apartments.

MARKETING/LEASING

- Maintains a professional, yet friendly, atmosphere in the leasing office and other areas where prospective clients and clients meet.
- Inspects models and "market ready" vacancies daily to ensure cleanliness.
- Answers incoming phone calls and handles each call accordingly, whether it is a client call, irate resident, service request, etc. Transfers calls to the Assistant Community Director or Community Director, as appropriate.
- Greets prospective clients, qualifies, determines needs and preferences, professionally presents community and specific apartments when communicating features and benefits.



HUMAN RESOURCES

- Maintains awareness of local market conditions and trends. Contributes ideas to the manager for marketing property and for improving resident satisfaction.
- Maintains a Leasing Portfolio which includes community specific information complete with brochures and information on all major competition and locations of area/market amenities.

ADMINISTRATIVE

- Oversees correct completion of all lease applications, application verifications, and notification of prospective clients of results. Oversees miscellaneous client communication, as needed.
- Oversees completion of all lease paperwork, including related addenda and accepting rents and deposits.
- Oversees the community lease renewal program.
- Oversees completion of Guest Card information on all prospective clients, sending of Thank You notes and follow-up.
- Physically inspects or oversees physical inspection of community, picking up litter and reporting any service needs to maintenance staff. Inspects move-outs and vacancies, as needed.
- Inventories office supplies on a periodic basis. Reports needs to the Community Director.
- Oversees organization and filing of appropriate reports, leases and paperwork.
- Attends company meetings when requested.
- Assists Community Director in preparation of daily and weekly reports, client communications, move-out inventory, market surveys, etc.

SAFETY

- Is always vigilant for any problems which could be hazardous or potentially dangerous for residents, staff, guests and the public.

GENERAL

- Performs any additional duties or tasks as assigned by the Assistant Community Director, Community Director or the Regional Director.

PHYSICAL REQUIREMENTS

- Stand and walk or sit alternatively, depending on specific needs of the day. Estimate 70% of time is spent on feet and 30% sitting at desk.
- Have constant need (66% to 100% of the time) to perform the following physical activities:
 - Bend/Stoop/Squat/Kneel to pick litter and filing
 - Climb Stairs to inspect and show community.
 - Push or Pull to inspect and show community, open and close doors, cabinets
 - Reach Above Shoulders to inspect and show community, store/retrieve supplies.
 - Grasp/Grip/Turning for telephone and doorknob use.
 - Finger Dexterity for operation of office equipment.



HUMAN RESOURCES

- Writing/Typing: Corporate, Inter-office, Client communications.
- Have constant need (66% to 100% of the time) to perform standing and walking activities related to inspecting and presenting community and traveling between properties.
- Lifting/Carrying (paperwork, deliveries, files, miscellaneous):
 - Over 25 pounds: Rare Need (less than 1% of the time)
 - 20-25 pounds: Occasional Need (1% to 33% of the time)
 - Less than 20 pounds: Frequent Need (33% to 66% of the time)
 - Under 10 pounds: Constant Need (66% to 100% of the time)

VISION REQUIREMENTS

- Constant need (66% to 100% of the time) to complete forms, read and review reports, answer a wide variety of correspondence, view computer screen. Frequent need to see small detail.
- Constant need (66% to 100% of the time) to see things clearly beyond arm's reach; i.e., inspecting and showing community.

HEARING REQUIREMENTS

- Constant need (66% to 100% of the time) to communicate over telephone and in person with prospects, clients, vendors, and corporate and community staff.

SPEAKING REQUIREMENTS

- Constant need (66% to 100% of the time) to communicate over telephone and in person with prospects, clients, vendors, and corporate and community staff.

DRIVING REQUIREMENTS

- Occasional need (1% to 33% of the time) to utilize personal transportation to inspect apartment community and surrounding neighborhood, make trips to the bank and also visit the corporate office.
- Must have valid driver's license and vehicle insurance.

WORKING ENVIRONMENT

- Indoors (66% to 100% of the time); frequently outdoors in all conditions (33% to 66% of the time).
- Occasional exposure to caustics, solvents, oils, fumes, flammables, pesticides, etc. (less than 1% to 33% of the time)

REASONING DEVELOPMENT

- **MODERATE.** Must be able to apply principles of logical thinking to a variety of practical situations and accurately follow standardized procedures that may occasionally call for minor deviations. Must be able to accurately perform basic to intermediate mathematical functions. Needs to think rationally beyond a specific set of instructions.