

**TITLE:** Leasing Consultant  
**REPORTS TO:** Resident Manager  
**JOB STATUS:** Full Time, Non-Exempt (Hourly)  
**LOCATION:** Fairlawn Hills | Hornell, NY

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### **POSITION SUMMARY**

Shows and leases apartments to prospective residents and supports property's marketing plan.

### **ESSENTIAL FUNCTIONS**

- Answer all phone calls and give out rental information according to policy/procedure
- Track how prospects are hearing about us and follow up after they have visited our property
- Tour prospects through model apartments or market ready units
- Develops a full knowledge of application information required, screening processes and policies regarding rentals.
- Completes lease form or agreement and collects rental deposit.
- Provide lease orientation to new residents.
- Handle all details of move in's, move out's, inspections and any related forms.
- Maintains a thorough knowledge of lease terms, specifications and all community policies.
- Stays abreast of market conditions.
- Assists in maintaining an on-going resident retention program under direction of Resident Manager.
- Assists residents in the renewal process.

### **OTHER RESPONSIBILITIES**

- May be required to conduct out-reach marketing.
- Responsible for proper maintenance of all resident and property files.

### **MINIMUM QUALIFICATIONS**

- High school degree or equivalent.
- 1-2 years' experience in sales or customer service.

### **SKILLS AND ABILITIES**

- Exceptional written and verbal communication and customer service skills.
- Ability to perform independently, maintaining confidentiality and professionalism.
- Excellent time management and prioritization skills including attention to details.
- Ability to work with others as a team.

### **WORK ENVIRONMENT**

Leasing Consultants spend much of their working time sitting or standing at their desks using computers but often spend extended periods away from their desks to assist visitors or residents with leasing issues or tour model residency units. This involves being outdoors for a limited period of time. This position also involves speaking, listening, sitting, bending, walking, stooping and taking the stairs.