



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

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### **POSITION SUMMARY**

Shows and leases apartments to prospective residents and supports property's marketing plan. Demonstrates Riedman core values and is integral in carrying out the company's mission and vision.

### **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.
- Provides lease orientation to new residents.
- Handles 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**

- Special projects and other duties as assigned.

### **MINIMUM QUALIFICATIONS**

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

### **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.