

## Leasing Consultant

### Summary

The Leasing Consultant is responsible for leasing apartment homes and maintaining a high level of occupancy in an assigned residential community. The Leasing Consultant responds to all rental inquiries by utilizing appropriate sales techniques, marketing plans, and approved marketing material. Crawford Hoying is dedicated to exceptional customer service, and this employee is expected to use customer service as a guiding principle when interacting with residents, guests, and coworkers, and when handling challenging situations.

### Job Responsibilities (responsibilities may include but are not limited to the following)

- Greet prospective residents, determine their needs and preferences, and professionally present available apartment homes; communicate features and benefits of the community; answer incoming calls and handle each one with professionalism; complete guest card information for all prospects, and follow up as appropriate; enter all guest cards and applicants into the computer system on the same day; accurately complete leases and renewal applications, assist with verification, and notify prospective residents of results; generate miscellaneous resident communication as needed; maintain awareness of local market conditions and trends; contribute ideas to the Community Manager for marketing the property and for improving resident satisfaction; maintain a professional and friendly atmosphere in the leasing office and all areas where prospective residents and residents meet; maintain a professional appearance in accordance with uniform requirements.
- Complete opening and closing duties in accordance with company business hours on weekends and/or other times as directed by the Community Manager; physically inspect property when on grounds, pick up litter, and report any service needs to the maintenance staff; inspect move-outs and vacancies as needed; ensure a neat and clean appearance of the clubhouse; clean areas as needed; inspect models and market-ready vacancies daily to ensure cleanliness.
- Monitor and collect accounts receivable and delinquencies; compile accounts payable for the Community Manager's disposition; assist with turnover activities; determine charges for damages by occupants; inventory office supplies and report needs to the Community Manager; organize and file leases, reports, and other business-related documents; assist the Community Manager in preparation of daily and weekly reports, resident communications, move-out inventory, market surveys, etc.; assist in handling resident issues, including service requests, in a timely manner; distribute written communication to residents as needed.
- Perform other duties as assigned.

### Performance Objectives (objectives may include but are not limited to the following)

- The 7 Core Values that Crawford Hoying has established to maintain its desired culture
- Community net operating income
- Occupancy
- Resident retention
- Curb appeal
- Closing ratios
- Customer service feedback
- Delinquency
- Team membership

### Preferred Knowledge, Skills, Education, and Experience

**CRAWFORD HOYING IS A PROUD EQUAL OPPORTUNITY EMPLOYER**

6640 Riverside Drive, Suite 500 | Dublin, OH 43017 | tel 614.335.2020

[www.crawfordhoying.com](http://www.crawfordhoying.com)

- Experience working in a sales or customer service environment
- Strong customer service orientation and a dedication to meet and exceed customer expectations
- Basic math and computer skills
- Working knowledge of or ability to learn property management software
- Valid driver's license and reliable transportation
- Ability to develop a rapport with people
- Good written and verbal communication skills
- Proficiency with Microsoft Office products, including Excel
- High school diploma or equivalent

### **Work Environment**

The Leasing Consultant works onsite at an apartment community and regularly interfaces with external and internal customers, residents, and vendors. Depending on the property, hours range from 8:00 am to 6:00 pm. The Leasing Consultant may be scheduled to work on Saturdays and Sundays and must be available to work overtime as needed. The Leasing Consultant should be flexible and readily available, depending on the needs of the property.

### **Reporting Structure**

The Leasing Consultant reports to the Leasing Manager, at large communities, or directly to the Community Manager at smaller communities.



### **Physical Requirements**

The candidate's physical condition must be sufficient for the consistent and successful completion of the responsibilities defined for this position and for conformance with all professional standards defined for this position. This position frequently requires standing, walking, sitting, and reaching with hands and arms. It may require lifting up to twenty-five pounds. This employee must be able to drive during the course of work.

**If you are interested in applying for this position, please email your resume to [hr@crawfordhoying.com](mailto:hr@crawfordhoying.com)**

**CRAWFORD HOYING IS A PROUD EQUAL OPPORTUNITY EMPLOYER**

6640 Riverside Drive, Suite 500 | Dublin, OH 43017 | tel 614.335.2020

[www.crawfordhoying.com](http://www.crawfordhoying.com)