

## 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)

- Greets prospective residents, determines their needs and preferences, and professionally presents available apartment homes; communicates features and benefits of the community; answers incoming calls and handles each one with professionalism; completes guest card information for all prospects, and follows up as appropriate; enters all guest cards and applicants into the computer system on the same day; accurately completes leases and renewal applications, assists with verification, and notifies prospective residents of results; generates miscellaneous resident communication as needed; maintains awareness of local market conditions and trends; contributes ideas to the Community Manager for marketing the property and for improving resident satisfaction; maintains a professional and friendly atmosphere in the leasing office and all areas where prospective residents and residents meet; maintains a professional appearance in accordance with uniform requirements.
- Completes opening and closing duties in accordance with company business hours on weekends and/or other times as directed by the Community Manager; physically inspects property when on grounds, picks up litter, and reports any service needs to the maintenance staff; inspects move-outs and vacancies as needed; ensures a neat and clean appearance of the clubhouse; cleans areas as needed; inspects models and market-ready vacancies daily to ensure cleanliness.
- Monitors and collects accounts receivable and delinquencies; compiles accounts payable for the Community Manager's disposition; assists with turnover activities; determines charges for damages by occupants; inventories office supplies and reports needs to the Community Manager; organizes and files leases, reports, and other business-related documents; assists the Community Manager in preparation of daily and weekly reports, resident communications, move-out inventory, market surveys, etc.; assists in handling resident issues, including service requests, in a timely manner; distributes written communication to residents as needed.
- Performs other duties as assigned.

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

Community net operating income, occupancy, resident retention, closing ratios, customer service feedback, delinquency, team membership, and curb appeal.

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

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 rapport with people; good written and verbal communication skills; proficiency with Microsoft Office products, including Excel; high school diploma or equivalent.

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

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**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.

**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.

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