

## Leasing Manager

### Summary

The Leasing Manager oversees one or more Leasing Consultants and is responsible for leasing apartment homes and maintaining a high level of occupancy in an assigned residential community. The Leasing Manager ensures that all rental inquiries are addressed in a timely and professional manner. In addition, this individual must direct, lead, and support their assigned staff of Leasing Consultants. As the basis for leadership and management, the Leasing Manager shall implement the 7 Core Values that Crawford Hoying has established to maintain its desired culture. 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)

- Lead Leasing Consultants by teaching, coaching, setting a positive example, and exemplifying the 7 Core Values established by Crawford Hoying.
- Oversee the collection of rent and verifies all payments.
- Take action against delinquent renters.
- Work closely with the Community Manager to design and implement resident retention programs.
- Ensure that each new resident understands the lease and that the information included is accurate and properly recorded.
- 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.
- 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.

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

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**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**

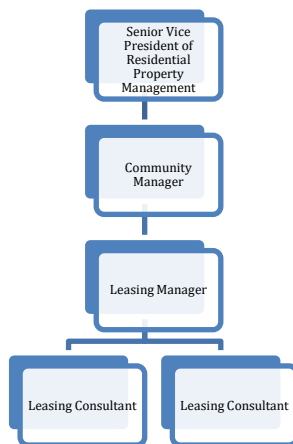
3-5 years of previous experience as a Leasing Consultant; excellent interpersonal skills; ability to multitask and handle difficult situations with ease. Strong customer service orientation and a dedication to meet and exceed customer expectations; basic math and computer skills; working knowledge of property management software; good written and verbal communication skills; proficiency with Microsoft Office products, including Excel. High school diploma or equivalent. Valid driver's license and reliable transportation.

**Work Environment**

The Leasing Manager 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 Manager may be scheduled to work on Saturdays and Sundays and must be available to work overtime as needed. The Leasing Manager should be flexible and readily available, depending on the needs of the property.

**Reporting Structure**

The Leasing Manager reports to the Community Manager and oversees one or more Leasing Consultants, depending on the size of the community.

**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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