

POSITION OF OFFICE MANAGER / LEASING AGENT

CRM FOR _____ (Property Name)

REPORTS TO: **PROPERTY MANAGER**

EMPLOYMENT STATUS: **FULL or PART TIME**

The purpose of this job description is to communicate the responsibilities and duties associated with the position of OFFICE MANAGER/LEASING AGENT. While the following information should be considered a comprehensive description of this position, it should also be noted that some responsibilities and duties might not be specifically addressed and the activities listed below are not all inclusive to the position.

Every person is expected to perform any reasonable task or request that is consistent with fulfilling company objectives.

It is imperative that you review closely these duties, skills and physical requirements and that you understand that by signing the Job Description Acknowledgment, you are verifying that you can perform all the duties, have the skills and possess the physical abilities necessary to perform the job as described.

JOB BRIEF: The OFFICE MANAGER/LEASING AGENT is the property's sales representative whose primary duties are to greet prospects, to present professionally the features and benefits of their assigned property and properly secure lease agreements from qualified persons. An OFFICE MANAGER/LEASING AGENT is very service oriented and strives to make current residents feel welcome and comfortable in their community. The OFFICE MANAGER/LEASING AGENT will contact a person of authority should any situation warrant an action or decision not included in his or her duties and responsibilities.

DUTIES AND RESPONSIBILITIES

- Conduct all business in accordance with company policies and procedures, Fair Housing, Americans with Disabilities Act, Fair Credit Reporting Act, and all other laws pertaining to apartments.

MARKETING/LEASING

- May assist Property Manager in the preparation of market surveys, traffic reports, and inspections.
- Maintains a professional, yet friendly, atmosphere in the leasing office and other areas where prospective residents and residents meet.
- Inspects models and "market ready" vacancies daily to ensure cleanliness.
- Answers incoming phone calls and handles each call accordingly, whether it is a prospect call, irate resident, service request, etc. Transfer calls to assistant manager or manager when appropriate.
- Greets prospective residents, qualifies, determines needs and preferences, professionally presents community and specific apartments while communicating features and benefits.
- Maintains awareness of local market conditions and trends. Contributes ideas to the manager for marketing property and for improving resident satisfaction.



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ADMINISTRATIVE

- Correctly completes all lease applications, assists with application verification and notifies prospective residents of results.
- Types miscellaneous resident communication as needed.
- Completes all lease paperwork including related addenda and accepts rents and deposits.
- Completes information form on all prospects, sends thank-you notes and performs follow-up.
- Physically inspects property when on grounds, picks up litter and reports any service needs to maintenance staff. Inspects move-outs and vacancies.
- Inventories office supplies on periodic basis. Reports needs to Property Manager.
- Organizes and files appropriate reports, leases and paperwork.
- Attends company meetings when requested and Section 8 compliance training as available.
- Assists manager and assistant manager in preparation of daily and weekly reports, resident communications, move-out inventory, market surveys, etc.
- Prepare and maintain monthly and annual tax credit reports (if applicable) and send to HFA in a timely manner.
- Prepare and maintain monthly reports while utilizing the Boston Post property manager software.

GENERAL

- Performs any additional duties assigned by the Property Manager, Compliance Manager, or corporate office.

QUALIFICATIONS

Position requires good leasing and closing skills, and the person must be able to type 30 WPM and be organized. Good Communication skills, confident, and positive attitude. Ability to interact with a wide range of people and diplomacy in handling problems of residents. Section 8 / Tax Credit experience preferred.

Computer Skills: *Must be proficient with a computer and all Microsoft programs and On-Site Rental System.*

Work Hours: *20-40 hours per week depending on whether a full or part-time employee. Employee will be required to work a flexible work week.*

PHYSICAL REQUIREMENTS

- Stand and walk or sit alternatively depending on specific needs of the day. Estimate 70% of time spent on feet and 30% sitting at desk.
- Have constant need (66% to 100% of the time) to perform the following physical activities:

Bend/Stoop/Squat	Pick up litter, filing
Climb Stairs	Show and inspect property
Push or Pull	Inspect and show property, open and close doors
Reach Above Shoulder	Inspect property, store/retrieve supplies



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- Have constant need (66% to 100% of the time) to perform standing and walking activities related to inspecting property and traveling between properties.
- Constant need (66% to 100% of time) to perform the following physical activities:

Writing/Typing Grasping/Turning Finger Dexterity	Corporate, inter-office, resident communication Telephone, doorknob use Typing, operation of office equipment
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- Lifting/Carrying (paperwork, deliveries, files, miscellaneous):

Over 25 lbs. 20 lbs. - 25 lbs. Less than 20 lbs. Under 10 lbs.	Rare need (less than 1% of the time) Occasional need (1% to 33% of the time) Frequent need (33% to 66% of the time) Constant need (66% to 100% of the time)
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VISION REQUIREMENTS

- Constant need (66% to 100% of the time) to complete forms, read and review reports, answer a wide variety of correspondence, view computer screen. Frequent need to see small detail.
- Constant need (66% to 100% of the time) to see things clearly beyond arm's reach; e.g. inspecting property and showing property.

HEARING REQUIREMENTS

- Constant need (66% to 100% of the time) to communicate over telephone and in person with prospects, residents, vendors and corporate and resident staff.

SPEAKING REQUIREMENTS

- Constant need (66% to 100% of the time) to communicate over telephone and in person with prospects, residents, vendors and corporate and resident staff.

DRIVING/TRAVELING REQUIREMENTS

- Occasional need (1% to 33% of the time) to utilize personal transportation to inspect apartment property and surrounding neighborhood, may also visit the corporate office or other properties.
- **Must have valid driver's license and automobile insurance.**

WORKING ENVIRONMENT

- Indoors (66% to 100% of the time); frequently outdoors, all conditions (33% to 66% of the time).
- Occasional exposure (1% to 33% of time) to paint fumes, solvents, adhesives, etc.

REASONING DEVELOPMENT

- Moderate. Must be able to apply principals of logical thinking to a variety of practical situations and accurately follow standardized procedures that may occasionally call for minor deviations. Needs to think rationally beyond a specific set of instructions.



NOTE

- This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.
- All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.
- This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Document Reviewed Date: _____

Employee Signature _____



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