



### **Leasing Agent Position Description**

**Reports to:** Property Manager  
**Supervises:** No direct reports. Works laterally with other property employees to ensure necessary tasks are completed.  
**Compensation:** Non-Exempt / hourly. Position is eligible for overtime. Bonuses are based on on-site compensation plan.

#### **Qualifications:**

1. Education: No specific level of education is required. However, the position does require the ability to read and write English fluently, and the ability to perform basic to intermediate mathematical functions.
2. Experience\*: Generally, no previous work or property management experience is required.
3. Skills\*: The position requires the ability to deal well with people and get them to feel comfortable quickly.

In addition, the position requires the following:

- Professional image
  - Good organizational skills
  - Good verbal skills
  - Strong customer service representation
  - Assertiveness
  - Ability to “close” a sale
  - Ability to read and write English fluently
  - Ability to accurately perform basic to intermediate mathematical functions
  - Ability to drive a car
4. Licenses: A valid driver’s license and current automobile insurance is required. Real Estate License (when required by the state) is encouraged. Pass and maintain

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Fair Housing classes as well as act in accordance to state and federal Fair Housing laws.

5. Training\*: Generally, no prior training is required. \*Qualifications relating to experience, skills and training will vary by property size and type and sometimes within a position at a property. Typically, property needs at the time a vacancy occurs dictates the exact level of experience, skills and training that is necessary for the position. (Note: "Type" of property is defined by class of structure; architectural style; i.e., garden, mid-rise, high-rise; and location, i.e., suburban, in-town).
6. Attendance: Position requires the ability to work any of the seven days of the week, 52 weeks of the year. Due to the property staffing limitations, it is extremely critical that individuals be able to work their scheduled hours plus any other hours necessary to complete the job. Position requires the ability to serve on-call, as scheduled or as necessary.
7. Equipment:
  - a) Position requires individuals to furnish their own vehicle. Individuals must have the ability to drive without jeopardizing their safety or that of prospects, residents or fellow employees.
  - b) Position requires the ability to answer telephones, clearly respond to inquiries and produce messages.
  - c) Position requires the ability to enter data into a computer and generate printed reports
  - d) Position requires individual to wear appropriate property management career apparel.

### **Essential Job Functions:**

1. Lease apartments and aggressively sell the products and services of the property to which they are assigned. Develop, refine and effectively implement excellent telephone and personal sales skills; specifically, to respond to site visit or telephone inquiries, conduct site tours, effectively sell to prospects and lease apartments. Work to optimize occupancy limits while maximizing an effective lease renewal program. Site tours include, but are not limited to, transporting and showing the prospect around the property, all property amenities, model apartments and available apartments.
2. Work with the property management staff to develop and implement sales and marketing strategies. Increase property traffic levels, maintain closing ratios and work to achieve and exceed budgeted occupancy percentages.
3. Maintain thorough product knowledge of property assigned and that of major competition through site visits/tours and telephone surveys.
4. Oversee, approve and prepare all lease-related paperwork in an accurate and timely manner. Must have the ability to communicate and explain all lease documents to new and existing residents. Ensure all documents are completed prior to resident move-in.
5. Assist with managing the day-to-day operations of the apartment community. Work with the Resident Manager to direct the efforts to the on-site staff to ensure

apartments are ready for move-in and are maintained in a satisfactory manner. Oversee and maintain company customer service standards. Respond to resident requests and work with residents to minimize and resolve resident problems and complaints. Follow through to ensure issues are resolved.

6. Oversee and maintain prospect, traffic and leasing data. Oversee and input in the computer the necessary data for property operations and leasing.
7. Oversee and follow established policies and procedures regarding the qualifications, screening and acceptance of applicants for residency.
8. Deliver resident gifts, inspect units on move-in day to ensure units are ready and assist with planning and hosting of resident parties and functions.
9. Oversee and follow the property lease renewal program. Maximize resident renewals.
10. Participate in company training classes and meetings, as required.

**Non-Essential Functions:**

1. Transport funds to the bank, as required by company policy.
2. All other duties assigned by the supervisor not listed as essential job functions.

**FAIR HOUSING ACT ("FHA") / ANTI-DISCRIMINATORY LAWS & ORDINANCES:**

Under the FHA, state laws and many local ordinances, no individual shall be subjected to discrimination because of race, color, gender, religion, sex, handicap, mental or physical ability, age, sexual preference, familial status or national origin in the sale, rental or advertising of dwellings, in the provision of brokerage services, or in the availability of residential real estate-related transactions. Said another way, fair housing is the right of individuals to obtain housing of their choice without discrimination based upon the above mentioned categories. The Gillespie Group expects each of its Associates to fully grasp and understand these anti-discriminatory policies and to adhere to these laws and ordinances in situations that are certain to occur in the ordinary course of business that the Gillespie Group provides to its clients. To that end, the Gillespie Group requires each Associate to periodically complete training courses on fair housing, landlord/tenant law and housing subsidy programs. Such training shall be paid for by the Gillespie Group and the Associate shall be compensated for the time either attending such training in person or via online courses.

THIS JOB DESCRIPTION MAY NOT BE ALL-INCLUSIVE AND EMPLOYEES ARE EXPECTED TO PERFORM ALL OTHER DUTIES AS ASSIGNED AND DIRECTED BY MANAGEMENT. JOB DESCRIPTION AND DUTIES MAY BE MODIFIED WHEN DEEMED APPROPRIATE BY MANAGEMENT.

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**SIGNATURES:**

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Date: \_\_\_\_\_

*Job Descriptions are intended to present an illustrative description of the range of duties, the scope of responsibility and the required level of knowledge, skills and abilities necessary to describe the primary functions of the job; they are not intended to reflect all duties performed by those assigned to this classification.*

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