

Leasing Associate Job Description

Overall Responsibility

The Leasing Associate is the primary point of contact for prospective residents. Outstanding customer service, strong sales skills, communication, high energy and flexibility are essential to this important position. The Leasing Associate is primarily responsible for initiating and maintaining contact with prospective residents, inclusive of completing lease documents.

Essential Duties and Responsibilities include the following. Other duties as assigned.

Sales and Marketing

- Greeting visitors to the office, helping answers questions should a wait be necessary.
- Determine needs of any prospective residents and preferences, professionally present community and specific apartments, while providing features and benefits, and qualify prospective resident.
- Respond timely to prospective resident telephone calls and internet lead responses.
- Negotiate terms and conditions of prospective resident's lease. Community Manager approval necessary before lease execution.
- Correctly complete all lease applications, assist with application verification, and notify prospective resident of results in a timely manner.
- Ensure daily that the office, clubroom, models, and "market ready" vacant units are in perfect condition for presentation to prospective residents.
- Cold call prospective residents and follow up on previous prospects in timely manner.
- Call or visit competitive properties to update market survey and keep abreast of market activity on a monthly basis.
- Identify and perform weekly outreach marketing to local businesses, organizations, and retailers as required.
- Serving as first point of contact for people calling or visiting the community office, directing individuals to the appropriate resources.

Customer Service

- Answering phones according to Saratoga Capital, Inc. standards.
- Taking service requests, including the completion of all necessary paperwork.
- Follow-up on all service requests within 48 hours of completion.
- Participate in monthly property renewal program with telephone calls and follow-up letters to increase resident retention.
- Participate in ongoing resident relations including telephone calls and resident functions. Assist with resident concerns or related activities as requested by management.
- Contribute ideas to the Community Manager for marketing the property and improving resident satisfaction.
- Sorting and retrieving packages for residents.
- Assisting residents in the move-in and move-out process, including walking the apartment with them, recording concerns, and explaining functional information and community-specific details.

Operating Standards

- Complete all new lease and renewal paperwork correctly, including related addendums.
- Attend training classes/meetings as required or recommended by Regional Supervisor/Community Manager.
- Update daily activity report, leases, cancellations, transfers, renewals, etc., and provide

information to the Community Manager.

- Completes guest card, enters all traffic, telephone calls and other daily activity into the computer. Follow up as directed.
- Organize all applicable reports, leases, and paperwork for submittal.
- Know and adhere to all federal, state, and local laws, as well as policies and procedures contained in the manuals issued by Saratoga Capital, Inc. or as otherwise communicated (verbally or in writing) to associates.

Qualifications / Skills

- Commitment to outstanding customer service.
- A passion for working with people.
- Strong communication and sales skills.
- Team player.
- Computer literacy preferred.
- Able and willing to work early evening and weekend shifts as needed.
- The ability to do multiple tasks at one time
- Sound judgment and reasoning skills in resolving customer issues.

Customer Service Requirements

- Demonstrates commitment to deliver outstanding customer service.
- Takes ownership to personally resolve customer problems (or find someone who can).
- Listens well, asks clarifying questions, and checks for agreement with customers.
- Committed to following-up with customers in all instances in a timely manner.
- Strong sense of accountability - ensures that you will do what you say that you are going to do.
- Creates a personal connection with customers – smiles, warm greetings, acts friendly and respectful, listens.

Physical Requirements

- Stand, walk, or sit alternatively depending on specific needs of the day. Estimate 70% of time is spent on feet and 30% sitting at desk.
- Have frequent need (66% to 100% of time) to perform standing and walking activities related to inspecting and presenting property.
- Have frequent need (66% to 100% of time) to perform the following activities:
- Bend/stoop/squat/kneel – Pick up litter, filing
- Climb stairs – show and inspect property
- Push or pull – show and inspect property, close doors/cabinets
- Reach above shoulders – inspect property, store supplies
- Frequent need (66% to 100% of time) to perform the following physical activities:
- Writing/typing – corporate/inter-office, resident communications
- Grasping/turning – telephone, doorknob use
- Finger dexterity – operation of office equipment
- Lifting / carrying – Paperwork, deliveries, books, files, misc.
- Over 25 lbs. – rare need (less than 1% to 33% of time)
- Between 10-25 lbs. – occasional need (1% to 33% of time)
- Less than 10 lbs. – frequent need (33% to 66% of time)

Vision Requirements

- Constant need (66% to 100% of time) to complete forms, read and review reports, wide variety of correspondence, view computer screen. Frequent need to see small detail.
- Frequent need (33% to 66% of time) to see things clearly beyond arm's reach (inspecting property, neighborhood survey).

Hearing Requirements

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

Driving Requirements

- Frequent need (66% to 100% of time) to utilize personal transportation to inspect apartment property and surrounding neighborhood, make trips to bank and also visit regional office.

Working Requirements

- Usually indoor (66% to 100% of time). Frequently outdoors, all conditions (33% to 66% of time).
- Occasional exposure (1% to 33% of time) to paint fumes, solvents, adhesives, etc.
Example: Apartment immediately after make-ready.

Reasoning Development

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

High. Must be able to work at a fast pace, perform duties while under pressure, and meet deadlines in a timely manner, to interact/communicate with other associates, residents, visitors and the public in a professional and pleasant manner.

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position.

Associate Acknowledgement:

I acknowledge that I have received a copy of this job description and that it is my responsibility to read and understand it. I certify that this current job description accurately describes the primary duties of my job as I am to perform it. If I have any questions about this job description or my job duties at any time during my employment, I understand that I should ask my immediate supervisor or Community Manager.

Associate Signature

Date

Print Associate Name