



The Sexton Companies

JOB DESCRIPTION

POSITION TITLE: LEASING PROFESSIONAL
POSITION REPORTS TO: PROPERTY MANAGER
DEPARTMENT: PROPERTY MANAGEMENT
SUPERVISORY RESPONSIBILITY: N/A

JOB SUMMARY:

The Leasing Professional is responsible for attracting, screening, and leasing residential units to qualified residents while providing excellent customer service. This role is vital for maintaining high occupancy rates and ensuring a positive resident experience. Perform tasks by following company standards regarding vendors, approvals, and financial guidelines.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

Resident Acquisition

Respond to inquiries via phone, email, text and in-person visits.
Greet prospective residents, assess their needs, and conduct tours of available units, models and community.
Follow up with leads to encourage lease applications and address any questions.
Consistently achieve 50% closing ratio of weekly leads and/or traffic.

Lease Administration:

Process rental applications while maintaining privacy and professionalism.
Prepare, review, and execute lease agreements and all associated documents in compliance with Fair Housing laws and company policies.
Collect application & holding fees, security deposits, and initial rent payments at the approved time.
Coordinate and oversee the move-in process for new residents.

Resident Relations:

Maintain positive relationships with existing residents to encourage renewals and minimize turnover.
Assist with the lease renewal process, including communicating any changes in terms or rental rates.
Address resident questions, complaints, and maintenance requests in a timely and professional manner.
Deliver written communications when appropriate as stated in the Lease Agreement.

Property Upkeep and Marketing:

Ensure vacant market ready units and model apartments are clean, well-maintained, and ready for showing. Monitor the overall curb appeal of the property and follow-up with any maintenance or other needs. Conduct weekly zone reports and conduct follow up inspections of each finding in a timely manner.

Administrative Duties:

Maintain accurate and organized records of prospective and current residents. Use property management software to manage leasing data and process documents. Securely maintain all customer and company documents in a neat and organized manner.

REQUIRED SKILLS AND QUALIFICATIONS:

Experience: Prior experience in a sales, customer service, hospitality, business, event planning, property management, or real estate environment is preferred.

Communication: Excellent written and verbal communication skills are essential for interacting with residents, prospects and co-workers.

Organization: Strong time management, multitasking, and attention to detail are crucial for managing appointments and paperwork.

Sales and Marketing: The ability to effectively market the property, promote the community, and offset any objections in the sales process with prospects. The ability to close and ask for a commitment is a key part of the role.

Technical skills: Proficiency in Microsoft Word, and or property management software.

Legal knowledge: Strict adherence to and a comprehensive understanding of Fair Housing regulations & privacy laws.

EDUCATIONAL REQUIREMENTS:

A high school diploma or equivalent is required. College degree helpful.

PHYSICAL AND WORK REQUIREMENTS:

Ability to work a flexible schedule, which will include some weekends.

Capacity to walk and stand frequently while conducting property tours and duties.

Other duties deemed as necessary by Owners or Management.

Perform tasks in office, clubhouse, apartments, apartment buildings and on the grounds. Tasks are performed throughout the community in all types of weather.

Reliable transportation.

Employee Signature

Date

M & J Management Corporation

Date