

POSITION DESCRIPTION

Position: Receptionist/Leasing Consultant
Program: Affordable Housing
Reports To: Community Administrator

Status: Non-Exempt
Date Created: 03/2022

POSITION SUMMARY:

Under the immediate supervision of the Community Administrator, the Receptionist/Leasing Consultant is responsible for working with the property team. The position has primary responsibility for meeting and greeting prospects, answering the phone, gathering applicant data for certification and recertification, in addition to processing and following up with resident service issues. Leasing includes responding to telephone inquiries, scheduling appointments, meeting and greeting prospects, completing prospect information cards, and updating/maintaining the waitlist per the tenant selection plan.

OBJECTIVES/ACTIVITIES:

A. Administrative Support

1. Handle correspondence, telephone contacts, and incoming mail in a professional and expedient manner.
2. Ensure that accurate and professional letters, documents, and other materials are produced within established periods.
3. Greet visitors, screen incoming calls, and schedule appointments.
4. Assist Community Administrator with scheduling, organizing, and hosting resident functions and other activities.
5. Assist with property reports and projects. Organize research and gather required data as necessary.
6. Prepares and maintains the vehicle registration.
7. Establish and maintain relationships with other staff members.

B. Marketing and Leasing

1. Develop and maintain customer relationships.
2. Assist in the development and placement of advertising.
3. Greet drop-ins.
4. Respond to inquiries.
5. Present property and apartments in a manner consistent with the property image and relevant to prospect.
6. Assists prospects with the completion of applications, completes application verifications according to company policy and procedure and follows property resident qualification standards.
7. Works with Community Administrator to ensure all prospect, traffic, and other leasing data is entered correctly and in a timely manner into the on-site property management software system.
8. Assist in recertification process.

C. Resident Management

1. Establish and maintain relationships with current residents.
2. Assists Community Administrator with scheduling, organizing and hosting resident functions.

3. Prepares and posts weekly/monthly calendar of events which include the room scheduling of service functions.
4. Accepts revenue payments from residents and insures payments are handled according to company policy and procedure.
5. Assist with move-in move-out procedures.
6. Take maintenance requests from residents and forwards on to the maintenance department. Record all requests in Onesite.
7. Assist with daily bank deposits.
8. Takes service requests from residents and works with property team to insure adherence to customer service standards. Works with on-site staff to ensure that resident issues are dealt with in a timely manner and that proper follow-through is done.
9. Must maintain confidentiality with tenant information.

D. Additional responsibilities

1. Prepare and maintain HUD/Tax Credit files for tenants.
2. Assists Community Administrator with the preparation of investor, syndicator, and asset management file audits in accordance with local, state, and federal objectives.
3. Work with the property team to ensure adherence to company safety standards, policies and procedures. Works with property team to ensure that all safety inspections are completed as required and ensures adherence to company key control policies.
4. Ensure that all duties are carried out in a timely and orderly fashion so that the property functions in the most efficient manner possible.
5. Other duties as assigned.

EDUCATION AND EXPERIENCE:

Minimum of a high school diploma required. This position requires outstanding communication skills and ability to comprehend oral and written instructions. The successful candidate must be able to interact and to work with a wide range of tenants in a non-judgmental manner. Ability to work independently. Knowledge/experience with Tax Credit and HUD programs required. Ability to maintain a high level of accuracy in preparing and entering information. Computer and internet skills and literacy required. Must maintain a professional demeanor and appearance at all times. Experience working with geriatric population preferred. Must be willing to travel to other sites at the discretion of the Community Administrator. A valid Nevada driver's license and ability to meet the organization's insurance carrier guidelines required. Must undergo a criminal background check.

SPECIFIC SKILLS REQUIRED:

Excellent customer service skills

Teamwork skills

Oral and written communication skills

Excellent time management and organizational skills

Ability to manage several tasks at one time

Analytical and decision making ability

Display a great deal of patience, consideration, and tact when working with tenants, families, visitors, and other community members.

PHYSICAL REQUIREMENTS:

Lift and move up to 25 pounds

Stand, walk and sit frequently

Climb stairs where programs have more than one level

Bend, stoop and kneel frequently

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the Community Administrator. The candidate must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

The position does not supervise, however, may be delegated training and lead responsibilities as the program needs may require, especially in the absence of the Community Administrator.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible.

NUMBER OF EMPLOYEES:

No employees report to this position.

This Receptionist/Leasing Consultant job description does not constitute a written or implied contract and may be changed as business arise.

Indicate anything that would keep you from meeting the job duties as outlined above

Employee signature: _____ Date signed: _____