

Job Title: Leasing Consultant
FLSA Status: Exempt

Nature of Work:

The Leasing Consultant's job is to represent Brookstone Realty Management as the primary contact for our prospective resident and residential clients. The Leasing Consultant acts as the owner's agent in all day-to-day matters in the leasing and operation of the property. The Leasing Consultant's most important responsibilities are to:

- Maintain the leasing process from introduction to actual occupancy and promote the benefits of the property to potential residents with the goal of maximizing occupancy and overall profitability.
- Ensure a safe and comfortable living environment for residents.
- Protect the lenders' and investors' asset and investments.
- Assist in ensuring property performance according to lenders' and investors' requirements reflected in property budgets.

Duties/Responsibilities

1. Greet and qualify prospective residents using appropriate qualifying criteria provided by Management. Answer all leasing calls in a friendly manner and communicate to show interest in their needs.
2. Accurately enter all traffic into data system. Schedule appointments utilizing company procedures and appointment calendar.
3. Assist prospective residents in completing applications and process them adhering to LIHTC Section 42 Tax Credit Compliance and company guidelines by sending out verification forms relating to residency history, student status, income, assets, etc as directed by Management.
4. Enter all data information from verification forms received into data system and scan copies into appropriate locations on server as directed by Management.
5. Follow up with prospects on the results of the application process. Continue selling the property's value in order to close all qualifying prospects.
6. Demonstrate complete knowledge of the features and benefits of the property as well as trends and features of the local market.
7. Check voice mail, faxes and email throughout the day and respond as needed.
8. Assist Management in sustaining consistent occupancy standards of no less than 95%, or as determined by Brookstone Realty Management.
9. Assist in developing a marketing plan to insure minimal vacancies.
10. Conduct market surveys and shop competitive communities as directed by Management.
11. Maintain contact with all internet apartment locator services to provide informational material. Update information regularly.
12. May work in house or with third party vendor to elevate Live Downtown Grand Rapids brand awareness online.
13. Insure that units are ready for occupancy when requested by Management.
14. Conduct tours of building as requested by Management to show where parking is located, trash placement, emergency exits, etc in addition to the ability to demonstrate kitchen appliances to new residents.
15. Work with Management to ensure leasing office, tour path, vacant apartments, amenities and general curb appeal of the property is pleasing.
16. Assist Management to ensure all maintenance repairs are handled satisfactorily on a weekly basis.
17. Place work orders as directed by Management and communicate life safety issues.
18. Learn and ensure compliance with all company, local, state and federal safety rules.
19. Assist Compliance Department in monitoring renewals. Distribute and follow-up on renewal notices as directed by Management.
20. Assist Management in preparing leases and addendums for approved applicants prior to their move in date.

Updated October 7, 2013

This job description is intended to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Additional duties may be assigned by Management

21. Assist Management in following up with post move-in surveys to ensure resident move in satisfaction.
22. Assist in maintaining records of occupancy, delinquency, traffic and preventative maintenance calendars through property management software.
23. Communicate, in writing and verbally, with residents regarding lease obligations, notices, Settlement Statements, and any other administrative documentation that is necessary.
24. Communicate regularly with other Property Managers and Main Office as directed by Management.
25. Act as a company ambassador to residents, other properties in the area, and the community.
26. Assist in planning resident functions. Attend functions and participate as a host if so directed by the Property or Area Manager.
27. Seek out educational and self-improvement opportunities for personal growth and development.

Education and Experience:

- Associate's Degree or equivalent work experience in residential property management (desirable).
- At least 3 years successful work experience (without degree) in residential property management (desirable).
- Knowledge of Fair Housing, or the ability to learn all aspects of Fair Housing in a short period of time.
- Experience with blue prints and building systems (desirable).
- Previous experience with property management software (desirable).
- Light maintenance experience (desirable).

Behavioral Skills and Abilities :

- Drive with a passion to do what it takes to succeed
- Thrive under pressure in a fast paced environment
- Show compassion yet maintain control of situations at all times including confrontational situations
- Self-directed with the ability to successfully solve problems independently
- Seek cost effective solutions, be resourceful and able to assist in justifying budgetary decisions
- Operate the Property like your own business
- Able to give and receive constructive criticism and team based solutions
- Professional oral and written communication skills, including email communications
- Comfortable in a small business environment
- Leadership and entrepreneurial mentality
- Adaptable and embrace change

Technical Skills:

- Advanced level Microsoft Office: Word, Excel and Outlook
- Adobe Acrobat
- Ability to utilize Internet and email
- Intermediate level computer skills
- Ability to learn proprietary software with minimum time and training
- Knowledge of basic office equipment such as scanners, multi-line phones, smart phones/cell phones, cameras & tablets
- Ability to make good judgments and quick decisions both mechanically and based on the property's best interest
- Ability to use hand and power tools/equipment
- Ability to operate various electronic equipment

Physical Requirement/Working Conditions:

- Bending, stooping, turning, twisting, kneeling, pushing, pulling
- Standing for long periods
- Walking long distances without rest
- Frequent exposure to inclement weather, including extreme cold, heat & humidity
- Climbing stairs
- Lifting up to 50 pounds
- Fast-paced environment subject to multiple interruptions, changes in workload, competing priorities, varied and/or extended hours, and deadline situations. Exposed to and expected to respectfully interact with a variety of attitudes and personalities including residents, co-workers, outside vendors and management.

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Work Schedule:

- Normal office hours are Monday – Friday, 9:00AM - 5:30PM, hours may vary by property
- During initial lease up of new Property, work hours may occur from 5 PM – 8PM, and weekends
- Lunch periods are not guaranteed and are taken based on the needs of the property
- On call 24/7 as needed to respond to emergencies at any company property
- Occasional daily and overnight travel is required, both in and out of state

Reporting Sequence:

- Reports directly to the Area Manager, but also will take direction from the Operations Manager or Accounting Office.
- Takes direction from the Management team and Accounting Manager.

A material condition of your employment as a Brookstone Realty Management employee is your consent and agreement to use your best efforts to provide for the security and confidentiality of the company's resources at all times. Further, your acceptance of employment indicates that you understand and accept all requirements in the above job description. Brookstone Realty Management is an At-Will employer. Regardless of any provision in the Brookstone Realty Management Employee Handbook, either you or Brookstone Realty Management may terminate the employment relationship at any time, for any reason, with or without cause or notice. Nothing in the Employee Handbook or in any document or statement, written or oral, shall limit the right to terminate employment at-will. No officer, employee or representative of the company is authorized to enter into an agreement-express or implied-with any employee for employment for a specified period of time unless such an agreement is in a written contract signed by a Company Owner.

Employee Printed Name

Employee Signature

Date