

POSITION DESCRIPTION



Title: National Roving Leasing Consultant

FLSA Status: Full Time / Non-Exempt / Hourly

Reports to: Senior Regional Manager

Purpose: The National Roving Leasing Consultant's primary responsibility is the performance of all activities related to apartment rentals, move-ins, and lease renewals in accordance with all applicable laws and company policies at multiple properties within the company's portfolio. They interact directly with prospective and current residents to achieve maximum occupancy. This includes generating and handling traffic, leasing apartments, qualifying prospects, preparing lease documentation, and completing move-in paperwork and procedures. This position assists with the company's on-going relationship with the residents throughout their tenancy.

Essential Job Duties and Responsibilities:

- Greets, assists, and attempts to lease apartments to all prospective residents who enter the community.
- Responsible for thorough knowledge of leasing techniques, sales methods, and policies and procedures of Monarch Investment and Management Group.
- Ensures appearance of the "model" apartment/s and target apartments are acceptable for showing.
- Responsible for reporting to Property Manager market survey reports and shopping competition results.
- Utilize the Corporate Services "Market Survey" tool, as needed, to suggest new rent rates.
- Must be aware of the "Curb appeal" of the property. This includes "walking the path" to the model/vacant unit(s) to ensure proper presentation and to mitigate any unsightly and unsanitary conditions.
- Accepts and completes required application information from the prospective residents.
- Creates all lease documents and facilitates getting all parties to sign where required.
- Maintains all resident files both physical and digital in YARDI.
- Maintains and updates Community Information Binder and Marketing Binder.
- Utilizes required telephone etiquette and techniques.
- Producing a daily "Hot Sheet" on current rental rates, sizes, locations, and all amenities of the property.
- Assists Property Manager in ensuring all property marketing is current, accurate, and relevant.
- Responsible for daily marketing efforts through Craigslist and/or other outreach.
- Contacts and follows-up with all apartment locator services and local business to provide informational materials.
- Assists Assistant Property Manager in building and maintaining a resident relations program.
- Consistent and sustained adherence to Monarch Professional Behavioral Standards.
- Additional assignments and projects as needed.
- Become familiar with and knowledgeable of Corporate Services' leasing related programs and initiatives.
- Perform leasing audits at any given property.

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Other Job Duties and Responsibilities:

- May mentor leasing consultants at a property or within a region.

Supervisory Responsibilities: This position has no supervisory responsibilities.

Knowledge, Skills, and Experience required:

- 1-3 years of experience in multi-family housing or customer service field.
- Must have demonstrated computer skills and be able to navigate industry software.
- Knowledge of local, state, and federal resident/property management laws/guidelines.
- Have excellent verbal and written communication.
- Be able to provide great customer service to residents.
- Willing to complete online class training required by Monarch.

Travel Requirements:

- Must have reliable transportation to and from each scheduled shift.
- Regular travel between properties required as needed.
- May be required to travel to sites for extended periods of time for property support.
- Must be able to and comfortable with traveling via commercial aircraft and automobile.

Physical Demands:

The physical demands described here are representative of those that the employee is required to meet to successfully perform the essential functions of this job. Reasonable accommodations may be available to enable qualified individuals with disabilities to perform the essential functions of this position.

- Able to reach, bend, lean, and maneuver as needed throughout the day.
- Able to sit and/or stand for long periods of time, including many hours in front of a computer.
- Able to navigate stairs, hallways, corners, buildings, and various worksite-specific terrain as needed.
- Able to provide on-site presence for duration of every work period.
- Able to push or lift weight of up to 20 pounds.

Work Environment:

- Working conditions are normal for a fast-paced office work environment.
- Must be able to present material to small groups, one-on-one, and through digital conferencing.
- Mid to high-level stress during peak performance times.
- Always maintains a professional appearance and positive attitude.
- Must possess the ability to travel to and reside at any given site for two (2) consecutive weeks at a time.

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Material and Equipment Directly used but not limited to:

- Computer, copier, printer, scanner, fax machine.
- MS Office Suite, PDFs, YARDI software.
- Cell phone and/or 2-way radio.
- OneDrive and other online filing.

Applicants are subject to drug testing, criminal history, employment history, and credit check.

When applicable: Applicants must have valid driver’s license and driver license report will be run.

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. The employee will be required to follow any other instructions and to perform any other duties requested by their supervisor. Nothing in this job description shall create or is intended to create or shall be construed to constitute a contract of employment, express or implied. Employees are held accountable for all duties of this job.

Employee – Print Name + Signature

Date

Monarch Representative – Print Name + Signature

Date