

JOB DESCRIPTION

Job Title: **Leasing Specialist**

Supervisor: Community Manager

Position Summary:

A Leasing Specialist is enthusiastic and enjoys providing outstanding customer service. Our Leasing Specialists interact with a variety of people on a daily basis, enjoying a fast-paced environment that changes daily.

The Leasing Specialist is the first point of contact with potential residents.

Essential Functions and Responsibilities:

- Generate interest in the community by touring the property with prospects and answering questions about the amenities, local community, and other property details.
- Scheduling appointments to view the community.
- Presents available apartments in a professional, enthusiastic manner.
- Assists in generating traffic through active participation in the community's marketing strategy.
- Coordinates and supports the team with community marketing, leasing, and renewal strategies to achieve occupancy, revenue, and resident retention goals by performing all activities related to leasing to new residents and securing resident lease renewals.
- Conduct all business in accordance with GRE's policies and procedures.
- Understands local housing laws including Fair Housing, Americans with Disabilities Act, Fair Credit Reporting, and all other state laws.
- Assists prospects in qualifying for an apartment by collecting appropriate information and initiating background checks.
- Ensure all aspects of the move-in process are completed in advance of lease signing. Activities may include resident screening, pre-tour unit, income verification, file maintenance, compliance screening, etc.

Other duties and special projects as assigned:

As part of our Business Continuity Plan, essential job responsibilities will include (but are not limited to) the following:

- CRM follow-up for appointments (last 6-month traffic)
- Continuously check voicemail messages; follow up on rent payments.
- If all Leasing tasks and items assigned by the Community Manager are complete, attend to additional community outreach.



Qualifications:

Special Licenses and/or Certificates:

Real Estate license (if required by state regulations)

Education and/or Experience:

High School diploma or equivalent

Other Skills and Qualifications:

- Outstanding customer service skills
- Written and oral communication skills
- Demonstrates ability to apply sales skills
- Ability to interact with others in a team environment.

Our Core Values:

We cultivate a culture of collaboration, generosity, honesty and integrity where engagement, hard work and results are rewarded.

Our Mission:

We strive to be a driving force for positive community change. We are a trusted partner in the co-creation of thoughtful, well-built, healthy and profitable communities.

Our Vision:

We aspire to create impact through transforming built environments for the betterment of our communities.

A Declaration of Interdependence at Goodman Real Estate

We operate under a shared vision of value creation that is grounded in the interdependence of organizations and individuals, passion and profit. In all our interactions with each other, our business partners, and our community at large, we are committed to cooperation and collaboration in the pursuit of mutual success.

What this means:

- We are ONE Goodman Real Estate: A collective whole that embraces one culture, supporting one another and embodying a shared set of standards to provide seamless customer service across all locations and divisions.
- Each of us understands the importance of the Goodman Real Estate brand and pledges to nurture and protect it.



- We conduct our business with honesty and integrity. We empower our people with a high level of trust and autonomy.
- We believe in the power of place and community.
- We recognize the fundamental value of every individual and believe that diverse talents, skills, and backgrounds combine to strengthen the collective whole.
- Relationships are essential to our success. We foster strong relationships with mutual respect and open communication.
- We value wellness and promote policies and practices that support healthy lifestyles.
- We expect the best of each other and provide opportunities for all individuals to reach their full potential.
- We embrace our power to make a positive impact on our community.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to walk, sit; use of computer for significant amounts of time. The employee is required to talk and must be able to read. The employee must occasionally lift and/or move up to 20 pounds, climb ladders, and walk over uneven surfaces or on roof tops. Specific vision abilities required by this job include close vision and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this Job. The position deals with a wide diversity of work situations. Ability to deal with continual interruptions, requiring a high degree of flexibility. Work involves indoor and outdoor activities, with exposure to seasonal weather and the associated temperature fluctuations. Frequent exposure to airborne dust, paint fumes, and the chemicals used in surface preparation and general maintenance work.

These statements are intended to describe the general nature and level of work being performed by employees assigned with this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

Goodman Real Estate is an equal opportunity employer.



I CERTIFY THAT I HAVE READ THIS JOB DESCRIPTION, IT HAS BEEN EXPLAINED TO ME AND I UNDERSTAND MY DUTIES AND RESPONSIBILITIES AS STATED HEREIN.

Employee Signature

Date

Immediate Supervisor Signature

Date

