

## Leasing Professional

**Job Summary:** The role of a Leasing Professional requires high energy, a burning desire to make a real difference in people's lives and a commitment to anticipate and exceed the expectations of our residents and customers. This diverse role combines sales, customer service and marketing to lease apartment homes and build excellent relationships with guests and residents.

### **Essential Duties and Responsibilities**

1. Maintain a 33% closing ratio on qualified, walk-in traffic; a minimum of 50% phone-to-traffic ratio on qualified sales calls and performing 85% or better on phone and community mystery shopping reports.
2. Maintain a strong commitment to outstanding customer service.
3. Develop, refine, and effectively implement excellent telephone and personal sales skills by responding to all prospective renters using company developed sales procedures.
4. Responsible for the curb appeal, presentation and monitoring of rent ready product so that it exceeds market standards.
5. Cooperatively support and communicate with team members to work toward maximizing the net operating income of the community.
6. Provide assistance to ensure compliance with the requirements of the tax credit program as it relates to the community.
7. Acquaint new residents with leasing documentation, community rules and policies, apartment functions and emergency procedures, to ensure resident satisfaction on move-in.
8. Accurate and timely data entry in company's software applications.
9. Collect and accurately record the receipt of funds on a daily basis.
10. Accurately record all traffic information daily.
11. Maintain an in-depth knowledge of the rental agreement and be cognizant of any legal issues with which they may be tasked (i.e. three day notices).
12. Possess knowledge of policies and procedures of the company, particularly as they relate to fair housing, discrimination, and occupancy procedures.
13. Present a professional, efficient approach to remedy any customer complaints and handle service requests with appropriate documentation. Follow up on a daily basis to ensure customer satisfaction and promote resident retention.
14. Assist with front desk duties/coverage when needed, including but not limited to, answering phones, greeting potential clients and residents, scheduling appointments and other general office duties as assigned.
15. Collaborate with other on-site personnel in preparation for and attend community/resident functions.
16. Assist with the bi-weekly completion of market survey and update revenue management software.
17. Identify and shop all competition routinely and use information to update marketing binder.
18. Assist in designing appropriate forms, flyers and marketing materials.
19. Monitor marketing collateral for accuracy and ensure appropriate stock is on hand.
20. Maintain a professional attitude and appearance at all times.

21. Maintain high ethical standards in all matters.
22. Maintain a forward-looking approach and seek to anticipate problems and prevent them.
23. Attend webinars, in person training and online training as communicated by your supervisor, HR or any other corporate designee.

## **Knowledge, Skills and Abilities**

1. Thorough knowledge of Federal Fair Housing and other applicable local, state or federal regulations.
2. Knowledge of tax credit and compliance.
3. Knowledge of WA state tenant landlord law (RCW 59.18).
4. Ability to maintain appointment as a Washington state notary.
5. Must be organized, have strict adherence to due dates and be professional and able to work well with others.

## **Qualifications**

1. Prefer NALP or other relevant professional certifications.
2. Prefer two years of industry experience and/or one year at HNN.
3. Prefer prior experience with tax credit and compliance.
4. Self-motivating with a high level of positive energy.
5. Outstanding written and verbal communications.
7. Outstanding mathematical skills and reasoning ability.
8. Detail oriented and deadline driven.
9. Knowledge of property management hardware and software, in particular, Yardi and On-Site.
10. Current Washington state notary status or willingness to obtain one.
11. Successful completion of background check and drug screen is required.
12. Must have at least a high school diploma/GED.
13. Must be able to speak, read and write English in a manner sufficient to carry out the duties.
14. Must be legally qualified to work in the U.S. meeting I-9 guidelines.

## **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 sit, see, talk and hear. The employee is occasionally required to stand; walk; use hands and fingers; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

## **Work Environment**

1. Flexibility to travel to different locations as needed.
2. Valid Driver's License/Valid Insurance.
3. Flexibility to work evenings and weekends as needed.

## Other Duties

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform. Duties and responsibilities can be changed, expanded, reduced or delegated by management to meet the business needs of the company.

## AAP/EEO Statement

HNN provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Further, the company takes affirmative action to ensure that applicants are employed and employees are treated during employment without regard to any of these characteristics. Discrimination of any type will not be tolerated.

## HNN Accountability

To your immediate supervisor, Philip Nored, Jack Hunden and Tom Neubauer as owner representatives and to our entire team – each individual is accountable for everyone else.

## Signatures

This job description has been approved by management:

HR \_\_\_\_\_ Date \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position:

Employee \_\_\_\_\_ Date \_\_\_\_\_