

Apartment Leasing Customer Relations Agent- Beaumont

ESSENTIAL FUNCTIONS:

RESIDENT RELATIONS

- Maintains positive customer relations attitude.
- Physically inspects property- inspect move-ins, move-outs and vacancies when requested.
- Facilitates lease renewals.

INCOME COLLECTION

- Maintains accurate resident records.
- Issue appropriate notices when necessary (e.g., late payments, eviction notices, returned check memos)
- Deposits all monies online with bank scanner prior to bank close each day.
- NTV's and evictions.

MARKETING

- Works with lease renewals each month.
- Greets prospective clients, shows property and performs leasing duties as needed.
- Answers and handles incoming phone calls from prospective new residents, current residents, vendor/suppliers, etc.
- Maintains awareness of local market conditions and trends. Contributes ideas to manager for marketing property and improving resident satisfaction.
- Conducts outreach marketing weekly or as assigned by Manager.

ADMINISTRATIVE

- Updates required reports concerning move-out notices, activity, etc., on a daily basis and provides information to the manager.
- Organizes and files all applicable reports, leases and paperwork.
- Process move-ins and move-outs including inspections.
- Process all security deposit move-out reports.
- Conducts service follow-up with resident when work is completed.
- Work weekends to be available when prospective residents are out looking for their new home. 1 weekend per month required

REQUIRED SKILLS/ABILITIES

- Ability to build rapport with tenants, actively listen, and help identify their needs
- Amazing people skills and customer service skills.
- Must be a multi-tasker who can work hard under pressure and produce results!
- Excellent written and oral communication skills.
- Must be proficiency in computers (MS OFFICE), technology, online marketing and online property management software.
- Background check required

EDUCATION & EXPERIENCE:

- 1 year of prior apartment leasing agent experience
- High School Diploma or equivalent

BENEFITS OFFERED:

- \$12-\$14 hourly plus commissions on renewals
- Health insurance
- Apartment discount
- Bonuses

Hours:

- 8:30am – 5:30pm (1 Saturday a month from 10:30am- 3:00pm))