

## LEASING CONSULTANT

### Summary

To attain a position with a client and team oriented business that promotes my customer service aptitude while expanding company-wide knowledge to meet office oriented goals.

### Experience

Leasing Consultant Jan 2016 to Current

Company Name 1/4 City , State

- Associated with the leasing of vacant units in the property to help ensure a high occupancy rate and assisting in customer service, and resident retention of current residents.
- Assist in daily inspections and upkeep models and target units, ensuring they are presentable and ready to show to prospective residents.
  - Perform duties associated with the rental of apartments, deal closing for renewals, and off-site marketing.
- Process rental applications and complete related forms, verify all information in rental applications. Obtain and review applicants credit report for review and final approval of the Resident Manager.
- Record traffic sheets, guest cards, and/or daily reports updated of leasing activity such as inquiries, appointments, rentals, intent to vacate notices, move-ins, and move-outs.
- Assist in maintaining required inventories for community supplies and equipment.
- Assist in maintaining up-to-date and accurate reports and completing all reports as requested by Resident Manager and/or Corporate Office.
- Collect and handle rents and deposits. Prepares rent receipts.
- Handle resident concerns in the absence of Resident Manager or Assistant Manager.
- Project a professional image by meeting all Company Standards.

Leasing Specialist Jan 2014 to Jan 2016

Company Name 1/4 City , State

- Interviews prospective tenants and records information to ascertain needs and qualifications.
- Tours prospects to vacant/model apartments, discusses size and layout of rooms, available amenities, such as swimming pool and saunas, location of shopping centers, services available, and terms of lease.
- Conducts outreach marketing on a weekly basis including outreach to shopping centers, stores, and other businesses within the local area.
- Enters all traffic (walk-ins, emails, phone calls, leads) into Yardi as well as follow up on all inquiries regarding current and future unit availability.
- Completes lease form or agreement and collects rental deposit.
- Inspects condition of units prior to move-in to ensure they are clean of debris and meet company standards.
- Enter work orders and submit service requests to maintenance personnel for follow up and completion.
- Compiles listings of available rental property.
- Composes and posts vacancy advertisements on Craigslist at least 4 daily.

Leasing Specialist Jan 2011 to Jan 2014

Company Name 1/4 City , State

- Greet prospects and qualify by covering all criteria (Ask questions; utilize completed guest cards, etc.).
- Immediately record all telephone and in-person visits on appropriate reports.
- File own guest cards and maintain according to established procedures.
- Inspect models and available "market ready" communicate related service needs to Property Manager.
- Demonstrate community and apartment/model and apply product knowledge to clients needs by communicating.
- Have prospect complete application and secure deposit in accordance with the company procedures and Fair Housing.
- Update availability report, process applications for approvals.
  - i.e., credit check, rental history, etc.) Submit application for final approval.
- Follow up with applicant regarding status.
- Ensure apartment is ready for resident to move-in on agreed date.
- Immediately follow-up on prospects that did not close and attempt to close sale again.
- Secure new resident signature(s) on appropriate paperwork prior to move-in.
- Assist in monitoring renewals.
- Distribute and follow-up on renewal notices.
- Monitor advertising effectiveness.
- Gather information about market competition in the area and file.
- Assist in the implementation of company marketing plans as needed.
- Represent the company in a professional manner at all the times.

Sales Associate/ Cashier Jan 2010 to Jan 2011

Company Name 1/4 City , State

- Ensure customer service in the #1 priority.
- Effectively supervise that sales floor to ensure customer/ associate awareness of all times.
- Understand and create awareness of the factors to impact sales volume.
- Maintain contact with all clients to ensure high levels of Clients Satisfaction.
- Demonstrate ability to interact and cooperate with all company employees.
- Build trust, value others, communicate effectively, drive execution, foster innovation, focus in the customer, collaborate with others, solve problems creatively and demonstrate high integrity.
- Maintain professional internal and external relationships that meet company core values.
- Proactively establish and maintain effective working team relationships with all support departments.

Leasing Consultant Jun 2016 to Current

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Project a professional image by meeting all Company Standards.

Education and Training

Associate of Arts , Tourism, Convention, and Event Planner Current College of Southern Nevada 1/4 City , State

Languages

- English (Read, Write, Speak)
- Spanish (Read, Write, Speak)

Computer Skills

- Microsoft Word
- Microsoft Power Point
- Microsoft Excel
- Windows Vista
- Windows 7
- Yardi Voyager
- Real Page
- On-Site
- MRI
- Adobe Photoshop