



Leasing Agent Job Description

JL PROPERTIES, INC.
REAL ESTATE DEVELOPMENT & MANAGEMENT

Job Description: Leasing Agent		Position Type: Hourly Wage	
Department: Administrative		Classification: Non-exempt/ Seasonal	
Location: Anchorage/JBER	Schedule: 40 hours/week	Travel Required: N/A	Revision Date: 2018

Job Summary:

Aurora Military Housing, a leader in the real estate development, construction and property management industry, is committed to providing America's military families with the quality homes and neighborhoods they deserve. We recognize the commitment military families make to our country and respond by providing comfortable homes in friendly neighborhoods.

Employees occupying this classification perform a variety of property management and administrative functions under the direct supervision of the Tenant Manager. He/She assists the Tenant Manager in all aspects of the tenant referral and rental assignment program. He/She assists with providing housing information to military members inquiring about Aurora Military Housing at JBER, Alaska.

Distinguishing Characteristics:

The Leasing Agent performs necessary leasing and administrative functions for Aurora Military Housing. He/She often has the initial and direct contact with potential tenants, current tenants, vendors and the Military, and as such, must have a pleasant demeanor, possess strong people skills and the ability to work well with people from diverse social and economic backgrounds. He/She continually strives to increase his/her working knowledge of the property. He/She is to conduct business in a manner that attracts and retains residents by performing the general duties as well as the following position specific duties, and all other duties assigned. This is a bargaining unit position.

This position is responsible for general leasing duties to include verifying eligibility of applicants, following the company policies and procedures applicable to the tenant leasing department including maintaining occupancy levels.

Job Duties and Essential Function:

- Greet people in a professional, respectful and helpful manner and practice positive customer service skills with all prospective, present and past tenants. Diplomatically handle and diffuse sensitive, difficult and disruptive situations that may arise.
- Assist in maintaining an accurate military and OET referral waitlist.
- Assist in developing lease materials, and conduct public speaking briefings.
- Conduct move in unit inspections for incoming tenants.
- Prepare and review tenant leasing paperwork; communicate meaningful and relevant leasing information with clients by phone, email, or face to face, and follow up, as necessary.
- General administrative duties to include but not limited to filing, reproducing copies, accepting payments, running credit cards, and updating information.
- General customer service duties to include but not limited to answering telephones, assisting with move-out notices and Community Center reservations, assists reception desk personnel with customers, to include reception duties when scheduled or requested.
- Heavy amounts of data entry in computer to include but not be limited to entering and updating tenant ledger information, posting, and correcting charges, posting monies received, completing end of day and month reports and obtaining end of day information as requested.
- May be required to maintain statistical data on the property operation as directed by the Tenant and/or General Manager.
- Deliver notices, research specific problems, and review tenant ledgers for errors.

- Responsible for creating and maintaining accurate tenant files.
- Prepare and send out mailings as requested.
- Assist other company departments as scheduled or requested.
- Direct customer requests to appropriate staff member.
- Maintain work areas in a safe, clean and organized condition.
- Participate in work-safety programs.
- May be required to cover work hours that are in addition to normally scheduled work.
- Perform other related duties as assigned by the direct supervisor and/or Management.

Minimum Qualifications:

- High School diploma or equivalent
- Valid Alaska Driver's License
- Able to be insured by company's auto insurance
- Twelve months General Office, Customer Service, Retail or Sales experience
- Knowledge of basic mathematics, writing and reading comprehension skills
- Must possess excellent computer software skills, including Windows, Excel, Word and web-based programs
- Experience in residential rental office highly desirable

Tools and Equipment Used:

Motor vehicles, telephones, computers, photocopiers, facsimile machines, and calculators.

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 frequently required to walk; sit, use hands to finger, handle, or feel objects, equipment, or controls; and talk or hear. The employee is occasionally required to stand; drive; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl.
- The employee may infrequently need to lift, push and or pull up to 30 pounds.

Work Environment:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Work is performed at various locations within the properties managed by JL Properties, Inc., and owned by Aurora Military Housing, LLC, Aurora Military Housing II, LLC, and Aurora Military Housing III, LLC at Joint Base Elmendorf-Richardson, Alaska.
- The employee infrequently works in outside weather conditions.

Supervision Received:

The Leasing Agent must possess the capability to work independently, under the direct supervision of the direct supervisor and/or Management. This position reports directly to the Tenant Manager.

Supervision Exercised:

This is not a normal responsibility of this class, although direction and guidance is exercised over contract service providers and other personnel on specific projects.