

**Senior Leasing Specialist**

Our culture at Gillespie Group is focused on creating a memorable experience for our residents, tenants, future residents, as well as our entire team. This means YOU!

**Reports To:** Area Property Manager

**Supervises**: No direct reports

**Compensation:** Non-Exempt/Hourly

Gillespie Group requires a background and drug screen as a condition of employment. A valid driving license, reliable transportation, and current automobile insurance are required.  The position requires individuals to furnish their own vehicle to fulfill all the job’s functions.

**CORE VALUES:**

* + **Positive Team Player**
	+ **Creative Solution Oriented**
	+ **Industrious**
	+ **Knowledgeable**
	+ **Trustworthy**

**RESPONSIBILITIES & PROJECTS**

* AI – new lease rent setting
* Tenant relations and correspondence
* Ensures customer service excellence
* ILM expert and management
* Leasing and closing expert
* In charge of office supplies and equipment
* Inspect units and point of contact for inquiries, prospect and questions relating to the properties
* Lease and supervise leasing of apartments
* Review and approve rental applications adhering to approval guidelines
* Train, motivate and direct on-site leasing in all leasing paperwork and Real Page
* Create marketing strategies, review marketing materials for accuracy and updating. Conduct and analyze market research
* Create renewal offers
* Create great move-in and move-out experience for residents
* Update and maintain availability boards
* Effectively show the community and model or available apartments to prospective residents. Apply product knowledge to customer needs by communicating the features and benefits with the ability to successfully close a sale
* Oversee and follow property renewal program and maximize resident renewal conversions
* Work collaboratively as part of a team to accomplish property goals
* Excellent customer service skills through multi-facets of communication, including written, virtual, telephone, in-person and email
* Clear and consistent communication between the leasing office team and service team
* Contribute to cleanliness and curb appeal of the community on a continual basis
* Prepare and distribute resident communications
* Assist the area property manager with the day-to-day operations of the community
* Ability to address concerns and solve problems in a professional and productive manner

**QUALIFICATIONS**

* High school diploma or equivalent
* Prior customer service experience
* Maintain a professional appearance and positive attitude
* Excellent written and verbal communication skills
* Prior leasing experience preferred but not required
* Knowledge of Microsoft Office and Outlook
* Understanding of sales and marketing concepts

**FAIR HOUSING ACT (“FHA”) / ANTI-DISCRIMINATORY LAWS & ORDINANCES:** Under the FHA**,** state laws and many local ordinances**,** no individual shall be subjected to discrimination because of race, color, gender, religion, sex, handicap, mental or physical ability, age, sexual preference, familial status or national origin in the sale, rental or advertising of dwellings, in the provision of brokerage services, or in the availability of residential real estate-related transactions. Said another way, fair housing is the right of individuals to obtain housing of their choice without discrimination based upon the above-mentioned categories. The Gillespie Group expects each of its Associates to fully grasp and understand these anti-discriminatory policies and to adhere to these laws and ordinances in situations that are certain to occur in the ordinary course of business that the Gillespie Group provides to its clients. To that end, the Gillespie Group requires each Associate to periodically complete training courses on fair housing, landlord/tenant law and housing subsidy programs. Such training shall be paid for by the Gillespie Group and the Associate shall be compensated for the time either attending such training in person or via online courses.

**SIGNATURES:**

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

*Job Descriptions are intended to present an illustrative description of the range of duties, the scope of responsibility, and the required level of knowledge, skills, and abilities necessary to describe the primary functions of the job; they are not intended to reflect all duties performed by those assigned to this classification.*