

**10/7/21**

**1.0 INTRODUCTION**

The purpose of this standard procedure is to establish and define the functional role, requirements, reporting relationships, authority, responsibilities and measurements of performance of Advanced Property Management.

**2.0 FUNCTIONAL ROLE**

The Leasing Team Member participates in the management of the homes overseen by Advanced Property Management. Ensures quality and transparency are effectively carried through all functions.

**3.0 REQUIREMENTS**

**3.1 Education**

Required: High school diploma or GED equivalent  
Preferred: Additional related coursework, preferably in business administration and public relations

**3.2 Experience**

Required: Minimum of one (1) year clerical, administrative, and/or sales experience  
Preferred: Minimum of one (1) year property management experience

**3.3 Knowledge & Abilities**

Knowledge of the Kansas and Landlord Tenant Act, Fair Housing Act, and related property management policies/laws. Organizational and interpersonal skills. Computer skills and experience including Microsoft Office proficiency, on-line social networking sites, and basic accounting programs. Ability to compose business documents with proper grammar, punctuation, and spelling skills. Attention to detail required. Time management. Written and verbal communication skills.

**3.4 Mental**

Ability to sustain sharpness and professional bearing and to foster a positive business image. Ability to problem solve and make decisions. Normal ability to concentrate. Normal memory, taking into consideration the amount and type of information.

**3.5 Physical**

Normal physical mobility, which includes movement from place to place. Normal physical agility, which includes ability to maneuver body. Able to lift and move up to 20 lbs. Normal dexterity of hands and fingers. Normal coordination, including eye-hand-foot. Sufficiently corrected vision for reading written documentation and drive a vehicle. Must be able to hear adequately with correction. Must be able to ascend/descend staircases.

**3.6 Working Conditions**

Work occurs primarily in rental units managed by APM and office environment. Work occurs in adverse weather conditions occasionally.

Requires individual to drive personal vehicle for business matters (mileage reimbursement).

**4.0 REPORTING RELATIONSHIPS**

The Leasing Team Member reports to the Leasing Manager.

**5.0 AUTHORITY**

- 5.1 The Leasing Team Member has the authority to assist with the property management activities of the company, subject only to the company's Employee Handbook, good management practices, and applicable federal, state and local laws.
- 5.2 Coordinate with property owners and residents regarding rental properties as a representative of the company.
- 5.3 Network with community members and businesses as a representative of the company.

**6.0 DUTIES AND RESPONSIBILITIES**

- 6.1 Review daily calendar and determine what planning is required for the day in terms of showings, move-ins, move-outs, and vendor activity.
- 6.2 Answer telephone in a friendly manner. Visit with "walk-ins" and telephone prospect residents in such a way that communicates interest in their needs. Provide excellent customer service.
- 6.3 Notify current occupants of property showings according to company policies and procedures.
- 6.4 Schedule appointments for showings utilizing company procedures including online Google Calendar.
- 6.5 Drive to rental properties using personal vehicle for showings; perform showings according to company procedures and policies.
- 6.6 Report to supervisor and property owners regarding exceptions to company policies and in order to respond to prospective resident questions and concerns about properties.
- 6.7 Follow-up with prospective residents, as needed.
- 6.8 Review email and company data base to incorporate the steps needed to follow-up on pending applications.
- 6.9 Perform Move-in and Move-outs according to company policies and procedures.
- 6.10 Communicate all property Move-ins and Move-outs with Maintenance Communications Coordinator and Accounting Manager & Assistant as they are scheduled in order to ensure timeliness of transition and security deposit clearing.
- 6.11 Draft renewal Lease Agreements according to company policies.
- 6.12 Track Utility forms for properties, ensuring utilities are not turned off at properties through monitoring of Revert to Owner forms and monitoring resident utility forms upon move in
- 6.13 Effectively communicate and share information with APM team

- 6.14 Utilize system to check out individual unit key(s) to vendors and have them sign key log to document they have keys.
- 6.15 Ensure that working keys are present for all properties, including leased properties, coordinate with Maintenance Communication Coordinator to have new keys made when needed.
- 6.16 Ensure that the key closet is up to date, and periodically purged of keys to non-managed properties, updating all lists and key slots accordingly.
- 6.17 Assist in the collection of monthly rent, posting 3-day notices, and related rent collection tasks.
- 6.18 Follow-up with residents by phone or personal visit regarding delinquent rent. Discuss with Manager and property owner residents who have not paid to proceed with the eviction process.
- 6.19 Check voice mail, faxes, and email throughout the day and respond as needed. Respond to communication inquiries in a timely manner.
- 6.20 Maintain client confidentiality regarding all matters of business.
- 6.21 Prepare monthly calendar and review with Manager when necessary
- 6.22 Review next day calendar to determine what planning is required for the day in terms of showings, move-ins, move-outs, and vendor activity.
- 6.23 Adhere to APM's Core Values – We, Innovative, Honesty, Quality, and Responsive
- 6.24 Other duties and responsibilities as needed or as assigned by Office Manager, Vice President or President.

**7.0 MEASURES OF PERFORMANCE**

- 7.1 There were no significant errors in Leasing procedures and policies.
- 7.2 Adherence to Advanced Property Management's Core Values.
- 7.3 Attention to detail and accuracy was maintained in all matters of performance.
- 4. There were no warranted complaints against the Leasing Team Member because of rudeness, poor customer service, discrimination, inefficiency or failure to follow local, state and federal laws.
- 5. There were no breaches in confidentiality.

**8.0 ACKNOWLEDGEMENTS**

I have reviewed and understand the above job description and believe it to be accurate and complete.

---

Leasing Team Member

---

Date

---

Advanced Property Management Representative

---

Date