

JOB DESCRIPTION

POSITION	Management Clerk / Tax Credit	REPORTS TO	Assistant Property Manager
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DEPARTMENT	RESIDENTIAL SERVICES	CLASSIFICATION	NON-EXEMPT
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POSITION SUMMARY

Under the general direction of the Assistant Property Manager, the leasing agent shows and lease apartments, town homes, or condominiums to prospective residents and supports property's marketing plan. Collects applications and applicant qualification materials. Enters leasing traffic and conducts market surveys. The leasing agent interacts with residents and takes requests, comments and work orders. Ensures compliance with federal, state and local laws and regulations as well as company policy. The incumbent must have strong leadership skills and a spirit of cooperation and teamwork to fulfill the responsibilities of this position.

Primary Responsibilities and Essential Functions

Primary areas of responsibility and tasks that may typically be expected include but are not limited to:

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following but are not limited to the job specifications contained herein. Additional duties or job functions that can be performed safely may be required as deemed necessary by supervisory personnel.

- Completes lease form or agreement and collects rental deposit.
- Responsible for insuring the "model" apartments and target apartments are ready for show; responsible for maintaining work areas and office in clean and orderly manner; need to have an awareness of the "curb appeal" of the property.
- Thorough knowledge of lease terms, specifications and all community policies.
- Knowledgeable of required telephone and sales techniques.
- Knowledgeable of current market conditions.
- Fully informed of current rental rates, sizes, locations and all amenities of property.
- Maintain contact with all apartment locator services and local businesses to provide informational material. Update periodically.
- Responsible for "shopping" competitive properties.
- Develop full knowledge of application information required, screening processes and policies regarding rentals.
- Responsible to conduct out-reach marketing at least once per week.
- Develop and maintain an on-going resident retention program under direction of Community Manager.
- Responsible to play an active role in the renewal process.
- Responsible for proper maintenance of all resident and property files.
- Responsible for maintaining and updating Leasing and Property Information Handbook and Advertising Log Book.
- Efficient and timely processing of all required administrative forms, reports and related information.
- Responsible for reporting unusual or extraordinary circumstances regarding the property or residents.
- Courteous, efficient handling of resident requests and complaints.
- Responsible for maintaining a professional appearance and attitude at all times.
- Responsible for seeking educational opportunities and self-improvement for personal growth and development.

- Responsible for assisting Assistant Manager in collection of delinquent rents.
- And anything else that the CM feels falls into the Leasing Consultant's job description.

Supervisory Responsibilities: This job has no supervisory responsibilities.

Knowledge, Skills and Abilities

- Knowledge of standard industry practices in property management.
- Knowledge of Section 42 Tax Credit programs and compliance.
- Knowledge of laws and standards that apply to property management, such as Fair Housing Laws, Landlord-Tenant Law, OSHA Standards, local and state building codes.
- Basic knowledge of building maintenance, fire prevention and liability reduction principles.
- Knowledge of basic office practices, procedures, and equipment.
- Knowledge of the principles of management and supervision.
- Knowledge of the operation of BHA's computer system and software.
- Knowledge of the agencies that provide assistance and services to residents, including some knowledge of eligibility requirements.
- Knowledge of Basic English in order to communicate verbally and in writing.
- Knowledge of mathematics sufficient to perform calculations required for summarizing rent collections, making deposits, and for rent adjustments.
- Ability to maintain required records such as tenant files, vacancy reports, etc.
- Ability to procure goods and services in accordance with BHA procedures and in keeping with the assigned Operating Budget for the property.
- Ability to read and interpret policies and guidelines in order to make sound decisions.
- Ability to prepare clear concise reports and make appropriate recommendations within scope of responsibility.
- Ability to use basic office equipment such as telephone, fax, copier and computer.
- Ability to communicate verbally and in writing.
- Ability to generate records, receipts, and reports efficiently using a calculator and the computer system.
- Ability to establish and maintain effective working relationships with peers, superiors, residents, community service agencies, and the public.
- Ability to manage multiple priorities and multiple demands to accomplish tasks in accordance with established requirements.
- Skilled in analyzing situations in order to identify problems and offer possible solutions.
- Skilled in communicating with all types of people in a wide variety of situations.

Education and/or Experience Qualifications

- High school education or equivalent. Prefer education beyond high school.
- 3 to 5 months experience as a property leasing agent and experience involving public contact preferred.
- Valid driver's license
- Use of personal automobile for local job-related travel and pick-up.
- Neat, clean and appropriate appearance.

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.

The employee's job is intermittently sedentary, but, requires mobility (i.e. climbing stairs) to visit and inspect properties. Will use some repetitive motion of hand-wrist in using computers. Must have normal range of vision to complete paperwork and review documentation; hearing and speech to communicate with executives, employees, co-workers, vendors, contractors, agency/company representatives, etc., on the telephone and/or in person on a frequent basis.

Work involves the normal risks or discomforts associated with an office environment, and those associated with the on-site inspection of buildings/construction sites. The employee may be exposed to hazardous conditions and weather extremes.

Employee Acknowledgement:

Beaumont Housing Authority is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Upon request, reasonable accommodations may be made to qualified individuals with disabilities.

Employment with BHA is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

EMPLOYEE SIGNATURE

DATE

ASSISTANT MANAGER SIGNATURE

DATE

