



Leasing Agent

POSITION DESCRIPTION

JOB CLASSIFICATION:

SUPERVISION EXERCISED:

TEAM:

SUPERVISOR:

DATE:

Non-Exempt

None

Property Management

Property Mgmt Supervisor

February 1, 2018

JOB DESCRIPTION/SUMMARY

Responsible for all activities related to Tax Credit/Market apartment rental eligibility, including generating and handling qualifying applicants for the properties, working with the Property Managers to promptly lease up units. Must be service oriented and strive to make everyone feel welcome and comfortable during the eligibility process.

ESSENTIAL JOB FUNCTIONS

- Follow Grand Junction Housing Authority (GJHA), U.S. Department of Housing and Urban Development (HUD), Financial Partners and Colorado Housing and Finance Authority (CHFA) policies, procedures, rules and regulations, where applicable. Must have or acquire a working knowledge of all pertinent rules regulations applicable to the position including the Low Income Housing Tax Credit Program, HUD Multi Family rules, Fair Housing, and appropriate leasing procedures.
- Monitor and schedule the turnover of apartments for move-ins, move-outs and transfers in coordination with maintenance and Property Manager in order to ensure that apartments are in superior condition for occupancy.
- Prepares, by the deadline, all applicable reports, financial and tenant eligibility records, and any other reports deemed necessary.
- Must be a team player and act at all times in a manner that is in the best interest of GJHA.
- Schedule, conduct, and complete eligibility screening appointments with prospective tenants, including required income and asset verification and review of criminal, financial, and rental history. Determines eligibility and selects prospective tenants in accordance with appropriate rules and regulations and responds to applicants with appropriate denials or approvals.
- Market vacant properties appropriately and show units to prospective tenants as needed.
- Respond appropriately to inquiries from prospective tenants.

- Provide required notifications to Section 8 if unit or household is subsidized with a voucher.
- Enter data appropriately in designated software system(s).
- Maintain interest list when required.
- Assist auditors, compliance officers, investors, and other regulatory representatives as needed.
- Review and sign all new move in paperwork with tenants if necessary, (primarily completed by property manager).
- Maintain applicant files in accordance with applicable procedures and regulations, including the eligibility status of current applicants.
-

ADDITIONAL JOB FUNCTIONS

- Maintains the utmost confidentiality of all client, applicant and tenant information.
- Must treat all people with respect and works with integrity and professional ethics, upholding the agency's values and mission. Represents the agency in a positive, professional and ethical manner at all times. This specifically includes abiding by all of the ethical rules outlined in the Employee Handbook.
- Follows Grand Junction Housing Authority (GJHA), U.S. Department of Housing and Urban Development (HUD), Financial Partners and Colorado Housing and Finance Authority (CHFA) policies, procedures, rules and regulations, where applicable. Must have or acquire a working knowledge of all pertinent regulations applicable to the position.
- Demonstrates the ability to provide quality services to a culturally diverse population. Must be respectful and professional at all times.
- Must be a team player and act at all times in a manner that is in the best interest of GJHA.
- Communicates and reports to the appropriate member of the Leadership and/or Executive Teams, any matters regarding liability and risk management issues at properties as well as any suggestions to improve or enhance quality of life issues provided by the clients/residents.
- Uses a time management system and other organizational calendaring and communication tools set up by the GJHA.
- Establishes and maintains effective working relationships with other employees and community agencies.
- Ability to work in a team environment placing the interests of the team above their own.
- Meets deadlines as assigned and demonstrates excellent attention to detail.
- Responsible to maintain office in a neat and clean manner. No information relating to clients, applicants and tenants, including files and computer screens, visible to office visitors or left on the desk after work hours.

- Performs other duties as assigned and complies with all provisions of the Employee Handbook.
- Responds to and documents all applicant complaints and mediates conflicts.
- Attend scheduled meetings with the Property Management team and Director of Housing Services to discuss
- Daily in town travel, using own vehicle. Minimal out of town training may be required.
- Make appropriate referrals to Housing Advocate and other appropriate community resources.

MINIMUM QUALIFICATIONS/SKILLS NEEDED

- Requires a high school diploma or equivalent required. Additional two years of college with emphasis in public or business administration or subject areas appropriate to the assigned duties or two years minimum experience in property management/leasing and/or progressively responsible management position preferred. Work experience should be appropriate to this position.
- Proficient in Microsoft Windows and must have or acquire a working knowledge of GJHA tenant software (HMS Windows) within three months of date of hire.
- Requires strong skills in organization, concentration, time management, initiative, and attention to detail. Must be able to deal with frequent interruptions and possess the ability to successfully work a variety of populations.
- Requires excellent communication and organizational skills and the ability to exercise independent judgment and work with limited supervision.
- Ability to make rational and appropriate decisions. Must be able to write clearly and professionally.
- Must have the ability to climb stairs, lift objects and move efficiently between properties and the main office.
- Requires a valid Colorado Driver’s License and the ability to be insured at standard rates.
- Criminal background checks are required and a pre-placement drug screening will be required.

Employee Name (Print) Employee Signature Date