



JOB DESCRIPTION

Position: Leasing Consultant
Type: Exempt
Reports to: Community Manager
Location: Washington, DC

ABOUT FARIA MANAGEMENT:

Faria Management is the property management division of Dumas Collective. The firm provides boutique style property management services by bringing an unconventional, solution-based owner's approach to urban communities. Faria Management's mission is to provide a brand of Luxury Affordable Housing® which is a high-quality boutique style form of management services, to owners of income-restricted housing. Since commencing on-site management operations in 2015, Faria has increased the size of its portfolio nearly tenfold and currently operates nearly 3,000 units between the New York City, the DC Metro area and Petersburg, Virginia.

POSITION DESCRIPTION:

If you are a self-motivated leader that possesses a combination of analytical, assertive, and personable, qualities with experience in the property management industry, then our Leasing Consultant role is for you! The Leasing Consultant is responsible for providing exceptional customer service and using your sales skills to convert property tours to leases.

RESPONSIBILITIES:

- Performs leasing of apartment homes to prospective residents by communicating the value of residence at the property.
- Responds to telephone and email inquiries from prospective residents. Applies sales techniques to schedule tours of the property. Meets with potential residents and checks the availability of apartment homes based on preferences and budget.
- Collects required information from prospective residents to qualify them for a lease. Completes all forms and data entry associated with leasing activities.
- Notifies possible resident of application approval or disapproval. Assists qualified residents with completing lease agreements and collects initial rent and deposit payments. Assists new residents with the move-in process.
- Prepares and maintains a file for each resident according to policy and procedures.
- Assists with marketing efforts in the community to promote positive awareness of the property and increase traffic of future residents.
- Facilitates two-way communication with residents regarding service or other needs. Promotes positive resident relations and provides customer service and responsiveness to resident needs and concerns.
- Adheres to a varied work schedule, including weekends and some holidays, as required, to be available to current and forthcoming residents.
- Performs other related duties as assigned to meet the needs of the business.

QUALIFICATIONS:

- High school diploma/GED and 1-3 years of experience in leasing, sales, and/or customer service required.
- Leasing experience strongly preferred.
- Bi-lingual in English/Spanish.

SUCCESSFUL CANDIDATES WILL POSSESS THE FOLLOWING ATTRIBUTES:

- Sales knowledge, skills, and abilities to sell products and services to new and existing customers.
- Customer service skills and conflict resolutions skills to overcome objections and resolve issues.
- Skill and ability to communicate verbally clearly and concisely and in writing.
- Organizational and multi-tasking skills.
- Knowledge of apartment management laws and regulations at the federal, state, and local levels.
- Ability to visually inspect units, grounds, and other aspects of the property to determine adherence to standards.
- Proficiency with Microsoft Office applications (Word, Excel, Outlook, and PowerPoint), Yardi and/or MRI operating systems.
- Knowledge of social media applications.

ADDITIONAL REQUIREMENTS:

- Must have reliable transportation to complete weekly outreach, travel to other locations for meetings, training or to assist properties in need.
- Must have a valid driver's license.
- Must be able to work weekends and some holidays.

ADA SPECIFICATIONS: (Physical demands that must be met to successfully complete the essential functions of the job)

- While largely sedentary, this position requires the ability to sit, stand, and lift up to 20 lbs., speak, and hear, sometimes for extended periods of time.
- Requires the ability to use a computer and office equipment traditionally found in office settings.
- Requires the periodic ability to travel regionally, on behalf of the company.

Faria Management is an equal opportunity employer and offers a competitive compensation package.