

## **Creative Housing Inc.**

**Job Title:** Leasing Associate

**Job Status:** Full time, Non-Exempt

**Reports to:** Leasing Manager

### **POSITION SUMMARY:**

The Leasing Associate (LA) provides people a home by supporting the organization's efforts to provide stable housing opportunities to as many persons as possible and promote positive public relations by providing optimum customer service to all stakeholders.

### **POSITIONS SUPERVISED:**

None

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

1. Must be able to ensure the accuracy and confidentiality of property, tenant and client records.
2. Must be able to support document retention initiatives, including scanning, filing with accurate naming conventions, organizing and maintaining records.
3. Perform non-HUD811 leasing and occupancy tasks, including:
  - a. Initial lease-up
  - b. Annual rent changes
  - c. Move-in/move-out support
4. Support for tenant, family/guardian and provider keys.
5. Maintain residential data across platforms:
  - a. Property/unit types and vacancy status
  - b. Tenant residency status
  - c. Provider, SC, Guardians, Payees
6. Process rent changes and email notices to County, Providers, Guardians, and Payees.
7. Handle rubbish: receptacles, bulk pickup support, neighbor and tenant complaints.
8. Handle coordinating utilities related to vacancies and move-in/out. (non-HUD811)
9. Must be able to work within Yardi property management system, including Residential, Work Orders and accounting functions
10. Provide inquiry support for non-rent provider and tenant billing inquiries.
11. Provide inquiry support for tenant statement inquiries.
12. Provide administrative support for residential operations.
13. Interchange duties and responsibilities of other administrative posts within the company.
14. Provide support and reporting for company performance measurements.
15. Basic cross training to support departmental employees' enjoyment of their time off.
16. Other duties as assigned.

### **ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES:**

1. Working knowledge of leasing functions of residential property management
2. Ability to manage risk and engage in problem-solving processes.

3. Strong organizational skills required to maintain records for several corporations.
4. Ability to adapt to new technology.
5. Effective quality of verbal and written communication.
6. Customer service skills: Able to effectively communicate with clients, tenants, prospective tenant, owners and vendors while focusing on productivity and results.
7. Detail-oriented and flexible.
8. Ability to successfully exercise independent judgment based on technical and detailed knowledge specific to activities and procedures being dealt with.
9. Ability to work independently and as a team player.
10. Ability to set priorities and juggle multiple demands.
11. Ability to work within organizational processes and uphold organizational standards.
12. Ability to work in a fast-paced, dynamic environment.
13. Ability to collaborate with coworkers & vendors.

**MINIMUM QUALIFICATIONS:**

1. Education
  - a.  None
  - b. HS Diploma or equivalent  Preferred  Required
  - c. Associate Degree or Equivalent  Preferred  Required
  - d. Bachelor Degree  Preferred  Required
  - e.  Preferred  Required
  - f.  Preferred  Required
2. Experience
  - a.  None
  - b. 1 Year(s) in the Field of I/DD  Preferred  Required
  - c. 3 Year(s) in Related field (property mgt or provider home manager)  Preferred  Required
  - d. Year(s) in  Preferred  Required
3. Skills
  - a.  None
  - b. Personal Computer  Preferred  Required
  - c. Smart Phone or Tablet  Preferred  Required
  - d. Microsoft Office proficiency  Preferred  Required
  - e. Yardi proficiency  Preferred  Required
  - f. Verbal/Written Communication  Preferred  Required
  - g. Conflict Resolution  Preferred  Required
  - h. Interpersonal  Preferred  Required
  - i. Analytical  Preferred  Required
  - j. Fork lift operation  Preferred  Required  Required – will train
  - k. Proficient driving large vehicles (up to 28')  Preferred  Required
  - l.  Preferred  Required
  - m.  Preferred  Required

**OTHER JOB REQUIREMENTS**

- Reside in Franklin County
- Hold/Maintain Driver's License in Good Standing, including company insurance requirements
- Pass company-required background checks and drug testing
- Provide on call support during non-regular working hours
- Provide on call maintenance services during non-regular working hours

- Work overtime  occasionally  routinely  seasonally
- Work a non-standard work week
- Travel locally as needed for job duties
- Work at various locations
- Must be a self-starter
- Prioritize and perform tasks independently with minor direction
- Must be punctual, reliable, groomed & organized
- Must practice safe and neat work habits
- Must be customer-experience focused
- May be required to wear personal protective equipment (PPE) to perform duties
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**PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential job functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

- Able to communicate effectively
- Able to taste or smell
- Possess specific vision abilities including close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Able to sit for prolonged periods working on a computer or other desk-oriented task
- Able to reach with hands and arms regularly
- Able to stand, walk, kneel, crawl, crouch, climb and balance
- Able to use hands to finger, feel or handle objects, controls and tools (hand and power tools)
- Able to lift up to 15 pounds  regularly  occasionally  on a limited basis
- Able to lift up to 35 pounds  regularly  occasionally  on a limited basis
- Able to lift up to 50 pounds  regularly  occasionally  on a limited basis
- Able to lift and/or move up to 75 pounds using assist equipment such as a dolly, moving straps and lift gate.
- This job does not require repetitive or production rate work. Work sites are scattered sites and time is spent travelling between sites, setting up for and breaking down from site-specific tasks. Average anticipated time per site is less than one hour.

**BEHAVIORAL COMPETENCIES:**

*This position requires the incumbent to exhibit the following behavioral skills:*

1. *Commitment:* Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition
2. *Customer Service:* Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands monitors and measures the needs of both internal and external customers; talks and acts with customers in mind; and recognizes working colleagues as customers
3. *Effective Communication:* Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; and listens

effectively. Demonstrates the ability to develop audiovisual presentations to both internal and external audiences.

4. *Responsiveness and Accountability*: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work
5. *Teamwork*: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; attends, supports, and participates in all team building exercises and events
6. *Continuous Improvement and Innovation*: Seeks the continuous improvement of technological business processes and services; explores out-of-the-box methods and is open to experimenting with new ideas; uses data, knowledge, and strategic decision-making to generate new and innovative solutions

**ETHICS:**

As stewards of public funds, Creative Housing is committed to maintaining the highest of ethical standards. Applicants selected for employment are expected to perform work responsibilities with the highest degree of integrity, professionalism and honesty, to merit the respect of our co-workers, clients, partners, vendors and the general public. Applicants selected for employment are also expected to serve the public with dedication, concern, courtesy and responsiveness.

**DISCLAIMER**

THE INFORMATION CONTAINED WITHIN THIS JOB DESCRIPTION INDICATES THE GENERAL NATURE AND LEVEL OF WORK PERFORMED BY EMPLOYEES WITHIN THIS CLASSIFICATION. IT IS NOT DESIGNED TO CONTAIN OR TO BE INTERPRETED AS A COMPREHENSIVE INVENTORY OF ALL DUTIES, RESPONSIBILITIES AND QUALIFICATIONS REQUIRED OF EMPLOYEES ASSIGNED TO THIS JOB.

**EQUAL OPPORTUNITY EMPLOYER**

Applicants are considered for all positions in accordance with statutes and regulations concerning non-discrimination on the basis of race, ancestry, age, color, religion, sex, national origin, sexual orientation, gender identity, non-disqualifying disability, veteran status, or other protected classification. Creative Housing Inc. is an equal opportunity employer, as well as a substance and tobacco free workplace. All offers of employment are contingent on satisfactory pre-employment drug screen, criminal background investigation, professional reference check.

\*Those that are able to receive the COVID-19 vaccination and influenza shots are encouraged to do so.

**Acknowledgement Signatures**

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Printed Name (Employee)	Signature (Employee)	Date
_____	_____	_____
Printed Name (Supervisor)	Signature (Supervisor)	Date