

4/5/19**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 primary function of the Leasing Manager is to manage the Leasing Department, supervise/manage Leasing staff and assist the APM team with the management of the properties that Advanced Property Management manages. Ensure 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; prior experience in property management.

3.2 Experience

Required: Minimum of three (3) years clerical and/or management 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, management, 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. Manage and hold subordinates accountable. Understanding and application of conflict resolution.

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 lb. 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 homes managed by APM and office environment. Requires individual to drive personal vehicle for business matters (mileage reimbursement).

4.0 REPORTING RELATIONSHIPS

The Leasing Manager reports to the Chief Operating Officer.

The Leasing Agent(s) and Administrative Assistant reports to the Leasing Manager.

5.0 AUTHORITY

5.1 The Leasing Manager has the authority to manage the leasing activities of the company, subject only to the limitations issued by the COO, 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 representing the company.

5.3 Network with community members and businesses as a representative of the company.

5.4 Make recommendations to COO for needs in hiring and discharge within the Leasing Department.

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 COO 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 Screen prospective residents utilizing company procedures to ensure rental applications are processed in a timely manner.
- 6.10 Draft Lease Agreement according to company policies and compare to Owner Management Agreement.
- 6.11 Notify applicants once they are approved and schedule the Lease signing and Move-In Inspection on Google Calendar.
- 6.12 Perform Move-in and Move-out inspections according to company policies and procedures.
- 6.13 Communicate all property Move-ins and Move-outs with Maintenance Communications Coordinator and Accounting Manager as they are scheduled in order to ensure timeliness of transition and security deposit clearing.
- 6.14 Review lease expiration dates and utilize Renewal Process Checklist to deliver notices, which allows adequate time to schedule an appointment with the resident to review and sign the new lease.
- 6.15 Review Management Agreements and coordinate renewal of expired agreements.
- 6.16 Draft renewal Lease Agreements according to company policies
- 6.17 Provide market research to “Available Now” property owners at least once per week including positive and negative feedback regarding property from prospective residents.
- 6.18 Perform property inspections, as needed.
- 6.19 Track Utility forms for properties, ensuring utilities are not turned off at properties through monitoring of Revert to Owner forms, monitoring resident utility forms upon move in, and communicating with appropriate utility companies as needed.
- 6.20 Effectively communicate and share information with APM team
- 6.21 Utilize system to check out individual unit key(s) to vendors and have them sign key log to document they have keys.
- 6.22 Ensure that working keys are present for all properties, including leased properties, coordinate with Maintenance Communication Coordinator to have new keys made when needed.
- 6.23 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.
- 6.24 Oversee the collection of monthly rent, posting 3-day notices, and related rent collection tasks.
- 6.25 Follow-up with residents by phone or personal visit regarding delinquent rent. Discuss with COO and property owner residents who have not paid to proceed with the eviction process.
- 6.26 Check voice mail, faxes, and email throughout the day and respond as needed. Respond to communication inquiries in a timely manner.
- 6.27 Ensure that the Administrative Assistant is maintaining marketing advertisements for websites used by APM.
- 6.28 Maintain client confidentiality regarding all matters of business.
- 6.29 Prepare monthly calendar and review with Manager when necessary
- 6.30 Review next day calendar to determine what planning is required for the day in terms of showings, move-ins, move-outs, and vendor activity.
- 6.31 Assist COO with new owner inquiries related to scheduling of appointments, drafting of management agreements, timely return of new owner forms and administrative fee payments, input new owners/properties into Appfolio and complete correspondence with new Owners.
- 6.32 Oversee property management software data entry, updates, and accuracy of information, completed in a timely manner.

- 6.33 Supervise and evaluate assigned team members, including training, scheduling, evaluations, and improvement plans, in conjunction with COO and Human Resources Director.
- 6.34 Work in conjunction with Human Resources Director in the process of hiring team members, as needed.
- 6.35 Develop Standard Operating Procedures for Leasing Division based on current SOP's.
- 6.36 Attend social functions and meetings consistently, including Chamber of Commerce, to promote the company in the community.
- 6.37 Adhere to APM's Core Values – We, Innovative, Honesty, Quality, and Responsive
- 6.38 Other duties and responsibilities as needed or as assigned by COO, 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 Manager because of rudeness, poor customer service, discrimination, inefficiency or failure to follow local, state and federal laws.
- 7.5 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 Manager

Date

Chief Operating Officer

Date