
Position

Leasing Consultant

Reports to

Department Manager

Description

The Leasing Consultant's role is assist the Property Management team let properties quickly to quality tenants.

Responsibilities

- Manage prospective tenant enquiry and follow up activity
 - Utilize appropriate technology to maintain tenant information and communication
 - Maintain an accurate and timely database of currently available rental properties
 - Ensure tenancy applications are received promptly and accurately
 - Assist in the preparation and placement of advertisement for available rental properties
 - Conduct viewings to prospective tenants of available rental properties
 - Prepare incoming property condition reports
 - Ensure the "For Lease" signs are displayed appropriately
 - Provide feedback to the Property Managers regarding prospective tenants
 - Identify and implement improvements in procedures where relevant
 - Ensure Customer Service standards are maintained
 - Ensure the Company Policies and Procedures are understood and complied with at all times
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Work Experience Requirements

Experience in property management or equivalent experience in customer service orientated roles.

Education Requirements

Certificate of Registration

Key Performance Indicators

1. Average days on market
2. Monthly letting targets
3. Achievement of relevant client satisfaction metrics
4. Accurate and timely reporting of all figures/data and reports, as required
5. Attend all relevant team meetings
6. Company policies and procedures are followed in full

Performance Review

A formal performance review is conducted semi-annually with a KPI review by the Department Manager using the Job Description and relevant reports.

Salary Review

A formal salary review is conducted annually.

Signed _____ Employee _____ Date

Signed _____ Employer _____ Date