

POSITION TITLE: Leasing Agent/Occupancy Specialist

REPORTS TO: Property Administrator

EDUCATION REQUIREMENTS AND SPECIAL SKILLS NECESSARY:

High School Diploma or GED
Computer literate, with knowledge of Office 365
Good communication skills (oral & written)
Detail oriented with good organizational skills
Ability to relate to and be sensitive to the needs of elderly population

ATTENDANCE REQUIREMENTS:

9:00 A.M to 5:00 P.M. Monday through Friday unless otherwise arranged with the Housing Administrator

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POSITION SUMMARY:

Function as the building Rental Agent and Occupancy Specialist

PHYSICAL DEMANDS AND ENVIRONMETAL CONDITIONS:

General office environment; occasional trips to the bank or store. Must be able to walk through the building several times a day. There is a high level of fast paced activity involved in working on several projects simultaneously and working with senior citizens that can result in unusual stress levels, at times.

SUPERVISION N/A

PRINCIPAL DUTIES:

- 1. OCCUPANCY SPECIALIST**
- a. Recertifications and Move Ins - Perform annual recertification interviews with tenants, secure current information on income and expenses, and verify information with original sources. Insure that verified information is entered into the resident file in accordance with deadlines set by HUD regulations. Assist in entering data into Yardi software program.

- b. Apartment Leasing - Schedule visits and interview prospective residents. Answer applicant questions regarding qualifications and waiting list position. Collect and verify information needed for the initial application certification. Maintain resident file folders in accordance with HUD guidelines. Maintain a waitlist and update monthly. Provide information to callers on rentals and wait list. Mail applications. Schedule appointments. Coordinate move-outs and move-ins with other staff members. Participate in community outreach events and open houses to promote Westerly Apartments.
- c. HUD Requirements - Maintain HUD Enterprise Income Verification (EIV), Process HUD reports monthly, remain current in knowledge of HUD rules and regulations pertaining to Senior Housing.
- d. Remain current in knowledge of HUD rules and regulations pertaining to Senior Housing

2. MANAGEMENT/LEASING OFFICE

- a. Answer the business phone and receive visitors by appointment at the Office from 9:00 AM to 5:00 P.M. Monday - Friday.
- b. Resident Complaints - Meet with residents and/or take complaints, determine their needs and the appropriate response, and refer residents to the Property Manager, Maintenance Staff, or Service Coordinator.
- c. Resident Contact Info - Maintain a current resident roster, with emergency contact information, car registration, etc. Enter phone numbers into directory.
- d. Compile move-in packets
- e. Follow up on and work with residents and their families to complete move-out paperwork

3. OTHER

- a. Other duties may be assigned from time to time by the Property Manager.
- b. Communicate daily with the Property Manager. Keep him/her informed on all building problems, emergency situations, maintenance issues, and resident concerns that need to be addressed.
- c. Understand and exemplify the Mission of Westerly Apartments.
- d. Demonstrate a caring attitude toward residents. Interaction with residents and staff shall be courteous, objective, progressive, and professional.