

## **Leasing Manager**

The housing division of Ashcroft Homes, specializing in modern, innovative rental housing for student residents in the Ottawa area is looking for a **Leasing Manager** for a state of the art condominium that will be home to over 600 residents.

If you are a highly motivated, high achieving specialist with hands on experience, preferably in the student housing market and you are looking for a growth opportunity in a rapidly developing business, we would love to hear from you.

The Leasing Manager is responsible for leasing the property to prospective residents and parents, and helping to offer current residents and parents a dynamic and enhanced living experience through excellent customer service and dedication to basic operating standards and systems.

### **Essential Duties and Responsibilities (other duties may be assigned):**

#### **Leasing and Customer Service Operations**

- Performs all accountabilities in a timely and efficient manner
- Projects a favorable image of the community to achieve property objectives and public recognition
- Lives the Vision, Mission, Values and Service Standards of the Organization
- Conducts all functions necessary to close the sale, including making appointments, generating new leads, conducting tours, maintaining show rooms, and any follow-up necessary
- Ensure condition of leased suites prior to move-in, including final inspection and walk through with resident
- Follow up with residents thought their lease term and coordinate the renewl process for each lease
- Regularly completes market surveys or shops, including university and local marketing conditions in order to position Envie as a community of choice
- Evaluates unit prices in accordance with market and budgeted goals
- Collaborates with the General Manager to set leasing goals for the property
- Develop annual marketing plan and review on a monthly basis
- Provide timely reporting on leasing statistics
- Performs after hours duties as needed (i.e., attend student functions, PR events, etc.)
- Assists with the development and implementation of ideas to retain residents
- May assist with the coordination of assigning of rooms, matching roommates, minimizing changes
- Places customer needs, requests, and follow-up as a number one priority

- Exhibits a welcoming and professional attitude at all times when interacting with prospective residents and parents, and current residents and parents
- Appropriately act as a resource for all customers when confronted with a customer service concern
- Be familiar with the general maintenance policies and procedures and be available to assist in after hours maintenance emergencies
- Encourage the respect and appreciation of individual differences
- Mediate conflict and help residents to create a respectful living community

### **Leasing and Marketing Operations**

- Coordinate and maintain all applicable social media outlets and content, if applicable and requested by Management
- Responsible for assisting Management with the creation, implementation and execution of community Resident Programming and other events, as required
- Responsible for staying up-to-date on market and competition current and pre-lease occupancy numbers; as well as conducting appropriate market surveys
- Implement leasing promotions
- Assist with coordination of on and off property community and campus events
- Maintain promotional items and handouts
- Give leasing tours, answer leasing phone calls and process online inquiries
- Fully and accurately document each prospective resident contact, whether by phone or in person
- Enter prospective resident information into Star Rez in a timely and accurate manner
- Conduct all functions necessary to close the sale, including making appointments, generating new leads, and conducting tours, maintaining show rooms, and completing any required prospect follow-up in a timely and accurate manner
- Participate in orientation marketing, housing fairs, open houses, and other property events
- Assist with the implementation of renewal marketing campaign elements, including renewal events
- Enthusiastically assists with the implementation of off-site marketing efforts on-campus, in the community, and at special events
- Projects a favorable image of the community to achieve property objectives, public recognition, and a positive reputation within the local community

### **Basic Operating Standards and Systems (Community)**

- Become acquainted with residents living at the property while serving as a resource for both residents and parents concerning the property, the local University and/or College, and greater community
- Enthusiastically participate in and promote programming and initiatives
- Understand, support, and abide by all policies and procedures as both a staff member and resident of the community while providing unparalleled customer service and respect for residents
- Respond to and document behaviors of residents that violate the law or the lease agreement
- Collaborate with the General Manager to understand, communicate, and enforce community safety, emergency, and fire evacuation policies and procedures, providing emergency response and referral services and resources

## **Personnel**

- Place a high priority on availability for scheduling when considering other extracurricular opportunities
- Attend, and constructively contribute to, all staff meetings and any special/emergency meetings
- Participate in all staff training and orientation which may include evenings, weekdays, and/or weekends
- Participate in recruitment, selection, and training of all new staff members as requested by the GM which may include evenings, weekdays, and/or weekends
- Maintain a professional attitude and manner in your work relationships
- Available to work as scheduled/needed during Turn, Move-In, and Move-Out
- Model and encourage a positive attitude among staff
- The core of our culture involves everyone being fully invested in everything that we do down to picking up the smallest piece of trash. No matter their position or duration at any given property, everyone picks up trash.

## **Administration of Leasing Operations and Financial Management**

- Gathers and/or compiles information for requested reports
- Assists in corporate projects as requested
- Completes all necessary paperwork for move-in, check-out, and other peak periods. Processes all paperwork associated with generating a lease in a timely fashion
- Assists in collecting outstanding rents, security deposits, or other income as necessary
- Assists with any accounts receivable payments and follow-up as needed

## **University Relations**

- Maintain good standing with university officials and applicable departments
- Update supervisory staff on university relations and communications that may pertain to the company

## **Perform Administrative Tasks**

- Work a structured administrative shift in the office each week as determined by your supervisor which may include evenings, weekdays, weekends, and/or holidays
- Work assigned "On-Call" shifts, which may include weekdays, weekends, and/or holidays
- Participate fully in the preparation and administration of Turn, Move-In, and Move-Out
- Complete room/apartment inventories, key checks and common area inventories as assigned
- Complete and submit required reports
- Accurately conduct student census as needed

## **Qualifications**

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

## **Education/Experience**

- Graduate, Bachelor's, or Associates degree or diploma in progress from an accredited college or University preferred; high school or equivalent required; or prior experience in leasing and sales; or equivalent combination of education and experience. Prior experience in the student housing industry preferred.
- Proficiency in business math required.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions and percentages.
- Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to apply concepts of basic algebra and math.

## **Reasoning Ability**

- Ability to define and solve problems, collect and analyze data, establish facts, and draw valid conclusions.
- Ability to deal with several abstract and concrete variables.

### **Computer Skills**

- Strong computer skills required. To perform this job successfully, an individual should have knowledge of Email, Internet, Word Processing software, database software; Spreadsheet software; and Property management software.

### **Required experience:**

- Apartment Leasing & Sales:3 years
- Customer Service, Minimum: 2 years
- Real Estate/Apartment Operations/Office, Minimum: 2 years

Interested candidates, email CV and cover letter, with the position you are applying for in the title, to: Adriana Aparicio, [aaparicio@ashcrofthomes.ca](mailto:aaparicio@ashcrofthomes.ca)