

Job Description – Concierge

Under the direction and supervision of the General Manager, will be responsible for leasing and resident services for the property. The Concierge is the Community's sales representative whose primary duties are to greet clients, to professionally present the features and benefits of the community and properly secure lease agreements from qualified persons. The Concierge is very service oriented and strives to make residents feel welcome and comfortable in their community.

Below are specific requirements for the position of Concierge:

I. Minimum Required Skills:

- a. Capable of making and closing sales
- b. Must possess strong customer service skills
- c. Must possess a positive team-building attitude
- d. Must be fluent in English; multilingual a plus

II. Performance:

- a. Good oral and written communication skills for interaction with management, residents, vendors and fellow associates
- b. Actively coordinate all lease renewals. This includes contacting residents and scheduling resident appointments to discuss renewal rates and leasing options
- c. Correctly complete all lease applications, including related paperwork, assist with application verifications and notify prospective residents of results
- d. Organize and file appropriate reports, leases, and paperwork
- e. Inspect property, models, and 'market ready' vacancies daily to ensure cleanliness
- f. Responsible for the leasing and renewing of resident leases, ensuring the paperwork is accurate and complete
- g. Accept and record maintenance work orders from residents
- h. Ensure new move-ins are assisted with getting utilities transferred and obtaining renters insurance
- i. Work as a Liaison between the residents and management

- j. Learn and ensure compliance with all company, local, state and federal safety rules
- k. Ensure any unsafe conditions are corrected in a timely manner
- l. Assist with the social media advertising for the property
- m. Assist with the completion of the property newsletter and updating the property web pages
- n. Assist with the collection of rent
- o. Assist General Manager with preparation of weekly reports, resident communications, move-out inventory, market surveys, etc.
- p. Attend all daily Huddle meetings.
- q. Perform any additional duties assigned by General Manager, President or Property Owners

Minimum Requirements of the Jobs:

- a. High School diploma
- b. Light travel for job training
- c. NALP designation preferred
- d. Attention to detail and accuracy
- e. Minimum of one (1) to three (3) years of sales or leasing experience
- f. Ability to interact positively with customer and employees
- g. Demonstrate initiative and follow through on projects and work assignments
- h. Travel for the first day training, QUE 101 and other Denizen Management required training
- i. Proficient in the use of the Microsoft Office Suite and propensity to learn new software programs
- j. Valid Driver's License

I have read and understand my job description.

Signature: _____ Date: _____

Printed Name: _____

