



Title: Leasing Specialist

Compensation: Part-Time \$20/Hr

Responsible to: Property Manager

Overview:

To oversee The Well CDC's Residential leasing process while also providing administrative support within the Property Management department. This role will serve as the primary point of contact for prospective tenants and current tenants

Main Objective:

To use your gifts and talents to support our Mature Tenancy and Pathways to Homeownership efforts by guiding tenants through the leasing process, holding them accountable to rental expectations, and ensuring a positive tenant experience. This position requires a strong customer service background, the ability to navigate software that manages rent payments, leases, and tenants, and the organizational skills to coordinate maintenance requests. This role will also serve as the primary contact for our Community Tool Library.

Job Description | 32 Hours per week

I. Skills and Qualifications

- a. Strong customer service background, time management and administrative skills
- b. Understanding lease signing, lease renewal and eviction processes
- c. Ability to use/learn platforms such as Salesforce, Buildium and Myturn
- d. Ability to work independently and as a team
- e. HUD certified (welcome, but not required)

II. Leasing

- a. Manage the full leasing cycle; including scheduling showings, processing applications, screening tenants and preparing lease agreements.
- b. Serve as the primary contact for prospective tenants and current residents regarding leasing inquiries, renewal and move-in/move-out process
- c. Maintain accurate up-to-date tenant records, leases and property files
- d. Collect and process rental payments, and track delinquencies
- e. Ensure Compliance with Fair Housing laws, leasing regulations, and organizational policies

III. Administration

- a.** Assist with data entry, filing, maintenance scheduling within the property Management department
- b.** Schedule annual walkthroughs for current tenants
- c.** Maintain organized systems to ensure accurate and accessible records
- d.** Maintain accurate records of tool usage and develop systems for easy scheduling and tracking
- e.** Act as main point of contact for Tool Library members and community users.

IV. Maintenance Coordination

- a.** Receive and log maintenance requests from tenants in our property management system
- b.** Schedule and prioritize work orders for the Maintenance Manager, ensuring timely completion and communication with residents

V. Expectations

- a.** Hours: 32 Hours per week
- b.** Meet with your supervisor on a bi-weekly cadence
- c.** Common Business Courtesy
 - i.** Return phone calls and emails within 48 hours
 - ii.** Be on time to meetings, events and programs
- d.** Maintain neat and organized workspace
- e.** Adhere to related staff policy and procedures
- f.** Assist with other The Well CDC staff, as assigned