



**TEMPORARY FULL-TIME LEASING AGENT (6 Months)**  
**Tuesday and Thursday 8:30 – 4:30; Wednesday, Friday, and Saturday 10:00 – 6:00**

**POSITION OVERVIEW:**

Under the supervision of the Director, Operations, the Leasing Agent is to provide exceptional customer service. They thrive in a fast-paced environment and possess strong negotiation and communications skills. They will be primarily responsible for the leasing of multi-residential apartments. The leasing agent is accountable for showing available units and successfully negotiating leases to achieve optimum occupancy.

**RESPONSIBILITIES:**

- Track unit availability and readiness and ensure property shows well.
- Set up viewings both in person and virtually.
- Follow up with prospective residents to ensure no lead is lost.
- Help prospects through the process to becoming a resident.
- Work constructively with the team to ensure customer service requirements are resolved and team goals are met.
- Demonstrate excellent sales skills by minimizing vacancy and achieving an occupancy rate of 100%.
- Be organized, interpersonal, and a strong communicator with the ability to build excellent relationships with customers.
- Greet and qualify customers on the phone or in-person with the view that the result will be a new resident.
- Provide prospective residents with suite and community information and forms
- Help complete applications and secure deposits in accordance with the company's policies and procedures.
- Ensure apartment is ready for resident to move in on agreed date.
- Visit competitive properties monthly to stay informed on market conditions and complete competitor surveys.
- Record all telephone and in-person visits.
- Complete traffic reports, vacancy reports, and related paperwork as required.
- Develop relationships with local businesses to include exclusive promotions for Wood Buffalo Housing tenants.
- Inform the Property Administrator of any deficiencies or problems that require attention in the building.
- Be proficient using Microsoft Office including Outlook and Excel.
- Update Yardi as required.
- Other duties as assigned.

## **QUALIFICATIONS/EXPERIENCE:**

- Grade 12 or equivalent plus completion of a two (2) year Office Admin Diploma or acceptable professional designation in property management or real estate.
- Two years sales experience.
- Real estate and/or property management experience is an asset.
- Experience and knowledge of the Alberta Residential Tenancies Act.
- Excellent problem-solving and customer service skills, including dealing effectively with tenants, co-workers, general public, and management team.
- Effective communication, both written and oral.
- Attention to detail and ability to multi-task.
- Flexible work schedule.
- Good working knowledge of YARDI and Microsoft products.
- A proven ability to work efficiently within a high-volume environment while maintaining a high degree of accuracy is also essential.
- ARM® designation is considered an asset.
- RECA designation is considered an asset.
- Valid Class 5 driver's license with driver's abstract acceptable to the employer.
- Five year's driving experience.
- Must provide a criminal record check for review and acceptance.
- Must provide proof of vaccination for Covid-19.

## **WORKING CONDITIONS:**

- Hours of work Tuesday to Thursday 8:30AM – 4:30PM; Wednesday, Friday and Saturday 10AM – 6PM. Schedule is subject to change.
- Normal office conditions.
- Must be able to work from home as required.
- Evening and weekend hours as required.

## **SALARY:**

**\$33.19 per hour \*\***

We appreciate the interest of all applicants; however, only those selected for an interview will be contacted.

\*\*Cost of Living Allowance of \$480 bi-weekly included in rate of pay and is based on full-time hours worked.