

**Volunteers of America of Oklahoma
Job Description**

Title: Leasing Assistant
FLSA Classification: Non-Exempt
Career Band: Support (S2-S3)
Department: Housing
Reports to: Community Administrator

Job Summary:

The Leasing Assistant will provide prompt and efficient administrative support to the Community Administrator and help coordinate all activities related to the smooth and efficient operation of the property and management office. The Leasing Assistant will maintain consistent, high quality, positive relationships with the residents of the property in support of the mission of Volunteers of America and the Volunteers of America Housing Principles. Assume responsibility for the property in the Community Administrator's absence.

Job Duties:

1. Administrative support:

- Handle correspondence, telephone contacts and incoming mail in a professional and expedient manner
- Ensure that accurate and professional letters, documents and other materials are produced within established time frames
- Greet visitors, screen incoming calls, schedule appointments and play an active role in organizing and prioritizing required activities
- Assist with property reports and projects. Organize, research and gather required data as necessary
- Establish and maintain relationships with other staff members

2. Marketing and Leasing:

- Develop and maintain customer relationships
- Assist in development and placement of advertising
- Greet drop-ins
- Respond to inquiries
- Present property and apartments in a manner consistent with the image of property and relevant to prospect
- Assist in lease renewal process

- Assist in recertification process

3. Resident Management:

- Establish and maintain relationships with current residents
- Assist in collection of late rent and other monies due
- Assist with move-in move-out procedures
- Assist with follow-up calls and maintenance requests
- Assist with bank deposits

3. Additional responsibilities:

- Maintain compliance with Property and Volunteers of America of Oklahoma policies and procedures
- Ensure that all duties are carried out in a timely and orderly fashion so that the property and Volunteers of America of Oklahoma function in the most efficient manner possible
- Other duties as assigned

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee is required to walk, stand, sit for prolonged periods, climb, balance, stoop, kneel, crouch or crawl. The employee must frequently lift or move objects weighing up to 10 pounds and occasionally lift or move objects weighing up to 50 pounds. Frequent pushing and pulling is also required.

Preferred Education and Experience Requirements:

- Education: High School diploma

Qualifications and Skills:

- Demonstrate integrity on personal as well as professional levels.
- Excellent communication and customer service skills.
- Attention to detail.
- Ability to interact with a wide range of people.
- Ability to work independently
- Possess a social security card
- Maintain a valid Oklahoma Driver's License
- Maintain current automobile insurance
- Possess reliable transportation

- Maintain an acceptable driving record
- Maintain an acceptable OSBI
- Maintain an acceptable Community Services Registry check
- Excellent proven written and spoken communication skills
- Competent user of all MS Office Suite applications (Outlook, Word, Excel, PowerPoint, etc.)

Certification of Understanding:

The company reserves the right to revise or change job duties as business needs dictate. It is mutually agreed that this job description does not constitute a written or implied contract of employment. It is understood the company reserves the right to change the work schedule as required, to include overtime.

I have read and understand this job description and the professional expectations of the position. I acknowledge this description provides a representative summary of the major duties and responsibilities of the position and that other job related tasks may be assigned by my supervisor.

This position is subject to random drug testing. Refusal to take a drug and/or alcohol test will be grounds for immediate dismissal.

Employee Signature: _____ Date: _____

Employee printed name: _____