



Position: Leasing Consultant
Reports to: Community Manager

Overview

Adding value, every day. LSA Management is an innovative new property management firm combining the expertise and passion of Laurel Street and Avanath Capital. As partners in this exciting new venture, Avanath will bring its national experience in property operations together with Laurel Street's local expertise in developing and preserving multifamily communities. LSA will have a long-term owner's focus on quality and impact providing a unique opportunity to add value for residents, team members, and partners.

Headquartered in Charlotte, LSA strives to provide best-in-class property management for apartment communities across the Southeast. In 2023, LSA Management will manage nearly 3,000 units from Laurel Street's development portfolio in Virginia, North Carolina and Georgia.

The Role

This role is responsible for the leasing, marketing, and maintaining positive resident relations within the community.

Key Accountabilities

Customer Service & Sales

- At all times, regardless, provides outstanding customer service.
- Greet and qualify all prospects.
- Record all telephone and in-person visits on guest cards.
- Inspect models and available "market ready", communicate related service needs to Community Manager.
- Demonstrate community and apartment/model and apply product knowledge to prospect needs by communicating the features and benefits; close the sale.
- Have prospect complete application and secure deposit in accordance with the company procedures and Fair Housing requirements.
- Update availability report, process applications for approvals.
- Ensure apartment is ready for resident to move-in on agreed date.
- Immediately follow-up on prospects that did not close and attempt to close sale again. If unable to help prospect, refer them to sister communities to meet prospect's needs.
- Secure new resident signature(s) on appropriate paperwork prior to move-in. Orient new residents to community.
 - Assist in monitoring renewals. Distribute and follow-up on renewal notices.



Administrative

- Accept rental payments.
- Type lease and complete appropriate paperwork and input information on Yardi System accurately and on a timely basis.
- Maintain current resident files.
- Distribute all company or community-issued notices.
- Maintain accurate monthly commission records on leases and renewals for bonus purposes.
- Assist management team with other various tasks as required.
- Consistently implement policies of the community.

Resident Retention

- Receive all telephone calls and in-person visits. Listen to resident requests, concerns, and comments.
- Quickly complete maintenance service request and inform the maintenance team. Answer questions for residents about community, repairs, rent, rules, etc. Follow up on a timely basis if unable to respond to residents on all matters.
- Ensure all maintenance repairs are handled satisfactorily by contacting residents with completed Service Requests daily.
- Maintain open communication with Community Manager and Maintenance Supervisor.
- Contribute to cleanliness and curb appeal of the community on continuing basis.
- Assist in planning resident events. Attend events and participate as host for any event as directed by the Community Manager.

Neighborhood Marketing

- Participate in outreach marketing activities on a regular basis to obtain prospective residents.
- Advise residents of referral concessions (if permitted).
- Assist in placing, removing/updating banners, balloons, bandit signs, flags, etc.
- Distribute newsletters, pamphlets, flyers, etc.
- Conduct market surveys and shop competitive communities.

Adherence to Property Management Rules, Regulations and Guidelines

- Conduct all business in accordance with company policies and procedures, Fair Housing, *Americans with Disabilities Act* and all other laws pertaining to the apartment industry.
- Under the direction of the Compliance department and the Community Manager, manages compliance file maintenance, where applicable.
- Follows the Company's established procedures related to evictions by following proper notice requirements, evicting residents, and representing the property as required in court hearings and eviction proceedings.



Qualifications

- Passion for providing exceptional customer service.
- 2+ year of sales and/or customer relations' experience.
- Leasing experience preferred.
- Thrives in a fast-paced environment.
- Flexible schedule that may include evenings and weekends.
- Solid computer knowledge, Windows (Word, Excel,) internet and e-mail.
- Valid Driver's License.
- Working knowledge of Yardi Voyager Property Management software.
- **Proof of Covid-19 vaccination is required to be employed by LSA.**

Physical Demands & Working Conditions

Driving/Traveling Requirements

- Occasionally need to utilize personal transportation to inspect apartment community and surrounding neighborhood, make trips to the back and visit the corporate office.
- In some cases, the leasing consultants will need to operate a property golf cart to show residences to potential customers.
- Must have valid driver's license and automobile insurance.

This position works within the community, which may include accessing residents' units for life and safety matters and a normal office environment. There may be contact with residents, employees and the public. Due to the potential exposure risk, the use of personal protective equipment (PPE) is required. The incumbent in this is classified as essential staff and is expected to report to work and adhere to all safety and business protocols.

How LSA Management Supports You

We know that our teams are the heart of our success and growth, and we are committed to showing our appreciation.

We offer:

- Culture Built on Purpose and Core Values.
- Comprehensive Benefits – health, dental & vision, 401(k), personal time off, paid holidays and more!
- Growth is based on achievement and an emphasis on promoting from within our ranks.
- Development – a commitment to creating opportunities to learn and expand your knowledge in the industry from online training platforms to training classes to one-on-one coaching.



Diversity & Inclusion

LSA Management is committed to fostering, cultivating, and preserving a culture of diversity, equity, and inclusion.

Our human capital is the most valuable asset we have, and Diversity, equity, and inclusion (“DEI”) are at the very core of LSA Management’s operating and investment philosophy. We believe that bringing together people with diverse thoughts, backgrounds, talents, and experiences at all levels of our organization, including the executive team, enables us to proactively and creatively achieve our mission to enable opportunities for hard-working American families. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities, and talent that our employees invest in their work represents a significant part our culture, our reputation, and our achievements.

We embrace and encourage our employees’ differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

Our organization’s diversity initiatives include—but are not limited to—our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; and the ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces:

- Respectful communication and cooperation between all employees.
- Teamwork and employee participation, permitting the representation of all groups and employee perspectives.
- Work/life balance through flexible work schedules to accommodate employees’ varying needs.
- Employer and employee contributions to the communities we serve to promote a greater understanding and respect for diversity.

Apply

To apply, please send your resume to lsacareers@lsamgmt.com