

leasing consultant responsibility overview (sample)

Position title:	Leasing Consultant
Reports to:	Business Owner/Team Leader
Key purpose:	To achieve predetermined objectives complying with the company values.

key task	expected standards	evaluation
Commit to an ongoing training and education program, including the ireviloution intelligence systems and training program.	A highly organized, goal-oriented person with strong negotiation, management, presentation, listing, leasing and communication skills.	Meet monthly to monitor results to ensure satisfied clients and compliant portfolio.
Commit to and communicate our agency's mission statement, client service standards and code of client service to all clients.	All clients will know our agency's prime objective and company values.	Client feedback. Managing Director's survey results.
Develop a well-planned and systematic approach to showing and leasing property, including follow-up and follow through service and developing and maintaining a high personal profile.	Solid leads that can be converted to new tenants and repeat business. Area specialist and our agency dominance of the market area.	Meet monthly to monitor results. Recurring clients who are 'Clients For Life'.
Develop a well-planned and professional attitude to showing and leasing and property and caring for applicants and tenants.	Listings and applicants will comply with our agency business guidelines.	Meet monthly to monitor progress. Quality tenants who are satisfied clients and happy property owners.
Develop a well-planned and professional style to marketing the listings.	Successful response to marketing. Grateful and appreciative lessors.	Meet monthly to monitor progress. Leased properties minimal vacancies. Enthusiastic clients.
Ensure all tasks and activities are carried out in accordance with ireviloution intelligence systems and training.	Appreciative and enthusiastic clients. Leasing Area specialist.	Meet monthly to monitor progress. Market knowledge and client feedback.
Develop and further enhance professional and consistent leasing and negotiation skills in accordance with ireviloution intelligence program.	Knowledgeable clients who know what their expectations are and what level of service is provided including limitations under legislative guidelines.	Meet monthly to monitor progress. Knowledgeable clients, minimal conflict resolution to manage.
Commit to building a 'Client For Life' database in accordance with the ireviloution intelligence program and ensure constant and continual contact.	Continuous client contact and support and increasing the 'Client For Life' database.	Meet monthly to monitor progress. Database is up to date and compliant. Regular and planned contact is maintained.
Continue to improve and develop property management and legislative knowledge and skills.	Solid leads and applications that can be converted to new tenants and repeat business. Area specialist and our agency dominance of the market area.	Meet monthly to monitor results. Recurring clients who are 'Clients For Life'.

Knowledge and skill requirements:

1. Superior property management skills
2. Sound knowledge of the relevant Acts
3. Principles of goal setting
4. Administrative and literacy skills
5. Advanced Communication and customer service skills
6. Advertising, marketing and leasing skills
7. Negotiation skills
8. Mediation skills
9. Organizational and time management skills
10. Drivers license
11. Hold and maintain relevant real estate certification
12. Computer and numeracy skills

Attitude/personality requirements:

1. Strong desire to deliver superior client service
 2. Focus and determination
 3. Relate well to people
 4. Work independently and in team environment
 5. High standard of ethics
 6. Commitment to ongoing training
 7. Adaptable to change
 8. High standard of presentation and care
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