

(Company Name) Job Description	
Position:	Leasing Consultant
Name:	
Reports to:	Department Manager
Supervises:	
Type of position: X Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor	
General Description of Position: <ul style="list-style-type: none">• Deals courteously and efficiently with all general property leasing enquiries• Works with a team of Property Managers in a professional, efficient and diplomatic manner	
Work Experience Requirements: <ul style="list-style-type: none">• Some experience in residential property management or suitable experience in real estate/general sales	
Education Requirements: <ul style="list-style-type: none">• Certificate of Registration	

Knowledge, Skills and Attributes required:**Knowledge**

- Residential Tenancies Act
- Strata Titles Legislation
- Property, Stock and Business Agents Act
- Anti-Discrimination Act
- Trade Practices and Fair Trading Acts
- Basic accounting knowledge
- Computer skills
- Local area knowledge

Skills and Attributes

- Highly organised
- Time management skills
- Ability to prioritise
- Exceptional people skills
- Customer service focus
- Excellent presentation and negotiation skills
- Written and verbal communication skills
- Detail conscious
- Sense of urgency
- Excellent telephone manner and technique

General Duties:

- Handle enquiries from prospective tenants
- Record prospective tenant information on the company database
- Follow up prospective tenants from the company database
- Together with the Property Manager, prepare advertisements for available rental properties
- Maintain an accurate, up-to-date record of available rental properties
- Demonstrate available rental properties to prospective tenants
- Check completion of tenancy applications by prospective tenants and check references
- Collect and receipt any reservation fees paid by prospective tenants
- Prepare incoming property condition reports
- Cut keys for new management properties and for all new tenants (as required)
- Erect 'For Lease' signboards
- Maintain the signboard log database
- Take photos of available rental properties
- Provide feedback to the property Managers from prospective tenants regarding presentation and rent level
- Check company website to ensure that all available rental property listings are accurately advertised
- Attend all team meetings
- Attend all training sessions as directed by the Department Manager
- Apply all procedures required of this role. Fully participate in the creation of new procedures or in any review of existing procedures

Key Performance Indicators:

1. Average days on market targets are met
2. Monthly letting targets are met
3. Company Customer Service Standards are fully complied with
4. Attend all team meetings
5. Maintain accurate and timely reporting of all figures/data and reports, as required by the Department Manager
6. The Policies and Procedures Manual is fully complied with

Measurement of Key Performance Indicators:

1. Monthly Departmental reports
2. Monthly Departmental reports
3. Customer service surveys
4. Meeting attendance record
5. Spot checking by Department Manager
6. Spot checking by Department Manager

Performance Review:

Formal performance review annually in January with monthly key performance indicators review by the Department Manager using the Job Description and specified reports.

Salary Review:

Formal salary review annually in July with monthly key performance indicators review by the Department Manager using the Job Description and specified reports.

Signed _____ Employee _____ Date

Signed _____ Employer _____ Date