Leasing Consultant/ Resident Services

Keys to Success

Whether your employment goal with Property Management Personnel Inc. is to be a temporary employee or achieve full time employment with our Clients, how you present yourself while on assignment or interviewing will have a bearing on how you are perceived as a perspective employee. You are working at our Clients to fulfill a need, project a professional image at all times. By exceeding our Clients expectations you may receive more requests to work or offers for full time employment. Policies and Procedures may vary from one community to another, therefore asking the question we provide you will assist you in being part of the team you are assigned to.

The top five reasons we are asked to replace a candidate are:

• Arriving late to your assignment
• Using your cell phone for personal calls or texting
• Using the company computer for personal use
• Not offering to assist other team members
• Not completing projects or tasks given by management

Property Management Personnel’s staffing professionals take pride in the special service we offer to our clients. We believe the candidate makes the difference. We are committed to high work standards and exemplary work ethics. Below are 10 things you can do to make the best impression with our clients:

1. Arrive on time or early!
2. Show up prepared! Review clients website and bring your PMP folder.
3. You are required to take a meal break, arrive back to your assignment on time.
4. Your are also required to take a rest break in the morning and afternoon, return to work with in the scheduled time.
5. Fill out your time sheet daily and have all overtime pre-approved.
6. Show up properly dressed in accordance with PMP Standards.
7. Do not use client's machinery for personal use, including the internet and telephones.
8. Leave all personal matters out of the client’s office, including cell phone and pagers.
9. Use the form provided to assist you in gaining the information to best represent the client's community.
10. Follow each client's policies and procedures when on property.
11. Present yourself in professional and courteous manner when answering the phone and working with current, prospective residents and our client.
12. Ask questions. Our clients are happy to assist you in providing their clients with accurate information.
13. First impressions are everything!

By following the above standards not only do you make a good impression on our clients you make a good impression with us. You do have the opportunity to make a higher wage with us, especially when we are able to accurately communicate your proven skills to our clients. The criteria we take into consideration in addition to the above standard is;

1. Submitting your time card by Monday at noon of every week with all necessary signatures
2. Responding to our availability email from our office every Wednesday.
3. When we call or email you for an assignment, call us back promptly!
4. Only accept assignments you are able to fulfill.
5. If your require assistance after hours or on the weekends please call us and use our main line number 310-258-0400 and press one for on call personnel.
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General Job Duties

The majority of staffing requests we receive from our clients are for Leasing Consultants/ Resident Services. Below is a general description of duties to be expected by our clients. Duties may vary from one job order to the next. We will discuss with you any specific duties or needs our clients request.

Duties include but not limited to:

- Stand up and greet everyone who enters the leasing office.
- Answer telephones with proper greeting.
- Pre-qualify prospective residents using guest card or pop card and set appointments.
- Assist current residents with maintenance requests and other needs with a professional, friendly and helpful attitude.
- Follow-up phone calls with prospective residents and thank you notes.
- Complete daily activity log and/or traffic report.
- Tend to all requests of the person you are reporting to. This may include making copies, filing, phone and computer shopping other communities and other general office duties.
- Prepare coffee and refreshments as requested.
- Prepare and organize move-in package for new residents.

Touring of prospective residents is only a small part of the duties of a leasing consultant. If the person you are reporting to requests that you tour, the following is a guideline for tending to prospective residents.

- Organize your Leasing Kit for the day
- Obtain vacancy report and community map.
- Pre-tour community preferably with person you are reporting to.
- Check models and rent-ready apartment homes.
- Greet and welcome everyone.
- Fully complete guest card/pop card
- Fully tour prospect through community, and pre-qualify!
- Show only the apartments homes that fit prospect’s needs.
- Ask for deposit and application. Close, Close, Close!!!!
- Obtain approval from on-site supervisor for all applicants.

Tend to every aspect of your assignment within the guidelines of Fair Housing and ADA.

Experienced personnel may fill other positions as requested by our clients. Your Staffing Manager will discuss the details of the assignment and pay rate with you prior to your start date.