

LaCasa, Inc. Job Description

- I. Job Title:** Leasing Assistant
- II. Job Relationship:** Report to the Property Manager.
- III. General Description**

Assist the LaCasa Property Manager in the daily operations of LaCasa's rental properties. Assist by incorporating efficiency, integrity, honesty, professionalism and customer satisfaction.

IV. Responsibilities

A. Office / Administration Responsibilities

1. Welcome visitors and tenants by greeting them in person, on the telephone or by responding to email.
2. Maintains security by following building and visitor procedures
3. Answer inquiries & prequalify leads according to granting source guidelines like Section 42, HOME, etc.
4. Collect rent from residents and record payments using Property Management Software. Make bank deposits when necessary.
5. Create & Deliver Notices for matters such as delinquent payments and inspections.
6. Communicate Property Management Policies to Residents
7. Review & Explain Lease Signing paperwork and move in/ move out procedure with residents.
8. Update, organize and maintain all resident files.
9. Provide all needed administrative assistance to Property Manager during initial certification & recertification process in order to insure the timely approval of Compliance requirements such as faxing, follow up phone calls and visits.
10. Show vacant units at all LaCasa's rental holdings to prospective residents.

B. Property Maintenance Responsibilities

1. Assist Property Manager and/or Maintenance Staff to maintain all buildings and grounds in an acceptable manner
2. Assist Property Manager in conducting semi-annual unit inspections and completely document and correct deferred maintenance.
3. Assist the PM in the apartment turnover process by scheduling contractors/maintenance staff and monitoring progress of projects.
4. Assist tenants in making maintenance requests by assessing the problem, determining level of service required, creating work orders and communicating with maintenance staff.

C. Other

1. Treat all customers courteously, with dignity and respect
2. Refer residents interested in Home ownership to LaCasa's Home Ownership Center.
3. Attend LaCasa's all-staff meetings and LaCasa's annual meeting. Participate in community and professional meetings and training event as requested by supervisor. Participate in Help-a-House and other LaCasa events as requested by supervisor.
4. Demonstrated ability to work productively with co-workers, agency representative, and customers.
5. Must have a valid driver's license and operating vehicle.
6. Immediately notify LaCasa Office and supervisor of any personal injury, property damage, etc.
7. Other duties as assigned by supervisor.

V. Hours and salary range

- A. Full Time Position
- B. Wage will be established commensurate with the skills and experiences of the employee within the salary/wage range.

VI. Job Qualifications

- A. Experience as administrative assistant

- B. Ability to work with low-income people
- C. Excellent writing, reading and oral communication skills in English (bi-lingual Spanish preferred).
- D. Self-motivated, highly organized with ability to prioritize and work independently.
- E. Computer experience and familiarity with Microsoft Office suite
- F. Demonstrated ability to work productively with co-workers, agency representatives, and customers.
- G. Able to keep client information confidential.