

LaCasa, Inc. Job Description

I. **Job Title:** Rental Assistant

II. **Job Relationship:** Report to the Director of Property Management

III. **General Description:**

Assist in the general office duties of Lacasa's leasing offices. Assist in the daily operation of Lacasa's properties by incorporating efficiency, integrity, honesty, professionalism, and customer satisfaction.

IV. **Responsibilities:**

A. Office / Administration Responsibilities

1. Customer service. Assist those interested in renting apartments with information and availability. Answer phone, return calls and forward as needed greet and assist office guests.
2. Pre-qualify applicants and explain requirements for leasing apartments.
3. Assist vendors with access to properties, schedules and inspections.
4. Collect rent from residents and record payments using Property Management Software. Make bank deposits.
5. Collect and open mail, make copies, and mail correspondence as needed.
6. Update, organize and maintain files.
7. Assist with showing vacant units to applicants.
8. Deliver notices to tenants and post notices to buildings as needed.

B. Property Maintenance Responsibilities

1. Assist tenants in making maintenance requests by assessing the problem, determining level of service required, creating work orders and communicating with team.

C. Other.

1. Treat all customers courteously with dignity and respect following Fair Housing guidelines

Lacasa - Goshen
202 N. Cottage Ave.
Goshen, IN 46528
(574) 533-4450

Lacasa - Elkhart
516 S. Main Street
Elkhart, IN 46516
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Strong foundations. For everyone.

- 2. Refer residents to Lacasa Financial Empowerment and Immigration Services.
- 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 with valid insurance.
- 6. Immediately notify Lacasa Office and supervisor of any personal injury, property damage, etc.
- D. Other duties as assigned by supervisor.

V. Hours and salary range.

- A. Full Time non-exempt: 40 hrs. /wk.
- B. Wage will be established commensurate with the skills and experiences of the employee within the salary/wage range step.

VI. Job Qualifications

- A. Experience with property management or related office experience.
- B. Ability to work with a diverse population.
- C. Excellent writing, reading and oral communication skills in English and Spanish.
- D. Self-motivated, highly organized with ability to prioritize and work independently.
- E. Computer experience and familiarity with word-processing, e-mail programs and property management software (Yardi or others).
- F. Demonstrated ability to work productively with co-workers, agency representatives, and customers.
- G. Able to keep client information confidential.
- H. Ability to complete Fair Housing and other required certification trainings as required.

5/6/2021

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