



Ad Copy -
Maintenance Supervisor



Leasing Consultant (Gypsum, CO)

For over 20 years, Polar Star Properties has specialized in resort community housing and apartment rentals in the beautiful Vail Valley. We provide housing to full-time residents and resort employees, and we take pride in helping others call the Valley home! Adding to our portfolio of five managed communities, Polar Star Properties has acquired Spring Creek Village, an 11-acre site with 150 apartment units located in Gypsum. With the addition of this new community we are currently seeking **Leasing Consultants** who will create an exceptional community for our residents and be a valuable addition to our team.

The ideal candidate must have exceptional customer services skills, ability to work in a fast-paced environment and is well organized with the ability to prioritize and multi-task. Bilingual skills a plus.

The primary responsibilities of the position include greeting clients, professionally present the features and benefits of their community and properly secure lease agreements from qualified individuals. **Do you have what it takes to join our team and become a respected leader within our communities?**

Our generous employee benefits also include Medical, Dental, Vision, Life, Disability Insurance, Personal Time Off (PTO), paid holidays, 401K as well as a housing benefit.

The responsibilities of this position include but are not limited to:

Leasing/Administrative:

- Show units to prospective residents; perform all leasing functions including processing applications, generating new and renewal leases, move-in orientation and move-out procedures, issue lease violation notices, unit inspections, lease expiration notices, renewals, collections, postings, SODA's and other leasing office functions.
- Maintain resident, lease and other files according to standard operating procedures.
- Assist in the implementation and application of standard operating procedures for leasing.
- Assist management team with other various tasks as required.

Facility Responsibility:

- Perform opening and closing procedures on a daily basis.
- Maintain a clean and effective marketing path at each property. Including amenity and common areas (cleaning, organizing, etc.).
- Inspect properties on a regular basis to ensure safety and cleanliness issues are addressed immediately.
- Maintain an orderly and professional working environment in the leasing office.
- Create work orders for unit maintenance generated by tenant requests and follow up with residents on completed work orders.
- Assist in working with sub contactors to make necessary repairs and perform regularly scheduled services.

- Assist in other facility needs as necessary including make-readies, community building housekeeping and maintenance, building and surrounding area landscaping and trash removal.
- Consistently implement policies of the community.

Fiscal/Financial Responsibility:

- Collect and process tenant payments and other accounts receivable in a timely and accurate manner. Maintain up-to-date and accurate ledger and tickler files on tenant collection activity.
- Assist Leasing Manager with legal action against tenants as necessary.
- Assist in marketing the property including newspaper advertisement, internet websites, outreach marketing, and other means necessary to maintain the maximum occupancy attainable. Assist in determining applicable market and best methods for reaching that market.
- With property manager's direction and oversight, implement, and execute marketing plan for properties.
- Assist in implementing creative uses of personnel, equipment and other resources to accomplish maximum efficiencies while improving quality.
- Assist in collecting and reporting other information as needed or requested including daily and weekly occupancy reports, market surveys, management issues, collections, etc.
- Maintain all leasing and other documents in accordance with state, federal and local laws and fair housing guidelines.
- Assist in lease renewal process from start to finish including sending initial renewal offer to signing renewal leases.

Resident Relations:

- Assist in planning and executing resident events. Create marketing pieces for events. Assist in the effective marketing events including email communication, delivery of notices/invitations. Assist in the set up and break down/clean-up of resident events.
- Assist residents as needed with a wide array of requests including questions relating to their lease agreement, policy and procedures, etc.
- Quickly complete maintenance Service Request and inform the maintenance team. Answer questions for residents about community, repairs, rent, rules, etc. Follow up on a timely basis if unable to respond to residents on all matters.
- Communicate with all residents about community events, trends and other issues that may affect their residency.
- Ensure resident satisfaction through providing the highest level of customer service possible at all times.

Minimum qualifications of this position include but are not limited to:

- Fair Housing Certification, willingness to obtain prior to interacting with prospective residents.
- Demonstrate professionalism and effective "people skills".
- Well organized with ability to prioritize and multi-task.
- Demonstrate an ability to support and contribute to community team.
- Demonstrate strong oral and written communication skills.
- Operate telephone, personal computer/keyboard, Microsoft Office including Word and MS Outlook, community software.
- Must possess attention to detail.
- Must possess a positive attitude and the ability to smile under all circumstances.
- Superior Sales Skills.
- Participate in training in order to comply with new or existing laws.
- Participate in LITHC training and able to pass certification exam.
- Ability to work a flexible schedule, possible weekends.
- Two (2) years' experience in previous relevant customer service.
- Neat, clean, professional at all times throughout the workday and/or whenever present at the community.
- Comply with expectations as demonstrated in the employee handbook.

- Demonstrate ability to diffuse and respond to customer concerns to avoid escalation of the problem.
- Successfully pass drug test.
- Good driving record.
- Bilingual skills a plus

All offers of employment are conditioned upon the applicant passing a drug test and subject to a background check, which are conducted in compliance with any applicable federal, state, or local law.