



Title: Leasing and Tenant Relations Agent
Department: Leasing
Reports to: Community Manager
Status: Full-Time, Non-Exempt
Revised: January 2022

General Description:

The Leasing Agent is responsible for maintaining effective relationships between residents and Buckingham Properties. Markets all luxury Buckingham residential locations and establishes relationships with new residents. Ensures that all tenants are adequately accommodated and informed during the move in process, advised on programs and services that are provided within the guidelines of their lease and explain the policies and procedures of Buckingham.

Essential Duties and Responsibilities:

- Respond to all residential inquiries, schedule residential tours and complete all required pre-assessment and leasing paperwork for tenant applications.
- Coordinate and facilitate the ongoing leasing process including preparing and distributing lease renewals and maintaining tenant waiting list.
- Providing resident relations services to enhance the experience of all tenants.
- Serving as a liaison between residents and staff members and mediating interpersonal conflicts between residents when they arise.
- Maintaining documentation of processes and procedures related to leasing and tenant services.
- Work in collaboration with facilities department to confirm proper scheduling and maintenance of move in's, move outs, and site tours.
- Monitor upkeep of building to ensure resident satisfaction. Partner with facilities to ensure preventative maintenance is being conducted.
- Support accounting department with delinquency of payments on residential units.
- Prepare weekly reports on residential leasing data.
- Perform all other duties as assigned or needed.

Minimum Qualifications:

- Associates Degree in related field required. Bachelor's Degree preferred. Prior experience in customer service or sales.
- Knowledge and passion for the city of Rochester.
- Willingness to travel within downtown Rochester up to 85% of the time. Willingness to work a flexible schedule including evenings and weekends, as required.
- Valid and clean New York State Driver's License with proper means of transportation.
- Must be a proactive team player with excellent interpersonal communication skills, a strong customer focus and the ability to work effectively with a diverse group of tenants, vendors, and staff.
- Ability to plan, prioritize and manage own work as well as the ability to make decisions and solve routine problems independently.
- Ability to maintain confidential client information.
- Able to maintain professional appearance at all times.
- Computer proficiency with Microsoft applications (Word, Excel & Outlook), Internet and ability to learn new software applications.



BUCKINGHAM PROPERTIES

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must be able to lift 15 pounds and sit for long periods of time.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to handle or feel items such as documents. The team member is frequently required to stand; walk and reach with hands and arms. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus. Frequently required to operate a motor vehicle daily on behalf of company.

Work Environment:

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate to light noise. Frequently outdoors in different temperatures annually for daily site visits.

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive. Employees will follow other instructions and perform other related duties as required.