

## Leasing Coordinator

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Company: Coastline Equity

Location: Ecuador

Category: computer-and-mathematical

### Summary & Objectives

The leasing coordinator is the liaison between property owners and potential tenants. They help landlords find new tenants, schedule tours of available units, update property availability postings, ensure all necessary information is filled in, provide response to and review rental applications.

Leasing coordinators are also responsible for maintaining guest cards up to date with any information exchanged between them and the interested guest card. Leasing Coordinators must have excellent written communication skills and understand FHA laws to avoid violations. An ideal candidate would have experience and proficiency in the Microsoft Office Suite, and AppFolio.

### Essential Functions

Demonstrate a positive, professional, and customer service focused attitude about the company with coworkers, tenants, clients, and the public whether contact is by mail, telephone, electronic or in person.

Answer inbound telephone calls and instant message chats from potential tenants

Respond to incoming inquiries from guestcards through email, phone and website chat features.

Inform any active guestcards of the requisites to apply to lease a unit.

Follow-up with guest cards to let them know when new units that fit their needs are

available.

Coordinate showings between property managers and potential tenants.

Review rental applications to ensure that they comply with our application process.

Post available units on our website and make sure all the necessary information is present.

Perform all other office tasks as assigned.

Constantly strives for improvements in work process and results to better meet expectations.

Use various forms of technology, software, and communications styles to review tasks and perform in a timely manner.

1 Submit all requested paperwork, invoices, and documentation in an appropriate and timely manner.

Perform quality customer service to colleagues, clients and the general public.

Establish and maintain collaborative working relationships between departments, with co-workers and particularly with other members of a project team. Prepare for team meetings, in advance, and maintain organizational excellence and detailed accuracy.

## **Requirements**

- 1 . Ability to communicate effectively with coworkers, tenants, clients, and the public through various channels including mail, telephone, electronic means, and in person.
- 2 . Demonstrated positive and professional attitude towards providing exceptional customer service. 2 years of experience in Administrative/Customer service Roles.
- 3 . Capability to handle inbound and Outbound telephone calls, instant message chats, and inquiries from various sources simultaneously.
- 4 . Thoroughly review rental applications and ensure they comply with the company's application process.

- 5 . Ability to coordinate showings, follow-up with potential tenants, and manage multiple tasks efficiently.
- 6 . Proficiency in using various forms of technology, software, and communication tools to perform tasks effectively, preferably Property management software such as Appfolio.
- 7 . Bachelor or Technical Degree in Business administration or related field preferred.

## Benefits

Excellent Organizational Culture

Competitive Pay rate

Opportunities for Growth

Fully Remote

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