

BOULDER HOUSING PARTNERS POSITION DESCRIPTION

POSITION TITLE: Lease Up and Customer Service Specialist

DATE: 07/2021

DEPARTMENT: Property Management

PAY GRADE: 4

STATUS: Non-exempt

JOB OBJECTIVE

Under general supervision, the Lease Up and Customer Service Specialist manages the lease up process for new construction and renovations at BHP and supports the community managers by providing high quality customer service to our clients and staff. Functions include interest list and/or waitlist management, coordination with other Leasing Specialists for the marketing, eligibility determinations, showing apartments, completing file documentation, compliance and reporting, responding to calls and emails, filling in for community manager as needed and related duties as required.

DUTIES AND RESPONSIBILITIES

1. Manage all aspects of leasing vacant units with emphasis on new construction and renovation projects while following BHP's policies and procedures. This includes the following:
 - Respond to inquiries from potential residents in a timely, professional and engaging manner via telephone and walk-ins
 - Schedule appointments for apartment tours
 - Drive the leasing process to exceed monthly leasing goals
 - Track and enter all traffic into Yardi
 - Track unit availability and unit assignment for each applicant
 - Process and maintain waitlists and interest
 - Process applications for housing
 - Conduct landlord references
 - Conduct background checks
 - Check files for eligibility criteria
 - Scan all documentation into File Vision upon receiving and recycle immediately
 - Show available units
 - Conduct pre-leasing inspections of vacant units to ensure units are ready to show and in move-in condition

2. Assist with the processing of all paperwork and mailings related to the lease up and other leasing duties.

This includes the following:

 - Process applications and send notification to applicants
 - Communicate with applicants about status of their application process



- Mail, fax, or email documents and track return of documents
 - Review forms for accuracy and completeness. Research and obtain missing information as needed
 - Organize paperwork and assist as requested
 - Track traffic, enter data into Yardi software system
 - Maintain organized ETR (Electronic Tenant Record)
3. Assist community managers by:
 - Holding office hours as needed
 - Providing customer service in person, by phone, by email, or as applicable
 - Returning calls and emails as needed
 - Posting notices at sites
 - Transporting payments to BHP
 - File Vision scanning and accuracy
 4. Assist community managers with applicant/resident issues, including:
 - Monitor rent and security deposit collection at move in
 - Complete move in process with applicant/resident, including unit check in form at move in
 - Assist with applicant/resident issues, requests and communications
 - Working knowledge of reasonable accommodation situations under Section 504
 5. Assist with all other paperwork issues, including but not limited to filing, reporting requirements for the various funders and program administrators.
 6. Performs related duties as required by management to meet the needs of BHP.
 7. Regular, predictable attendance is an essential function of this position.
 8. Takes proper safety precautions, anticipates unsafe circumstances, and acts accordingly to prevent accidents. Is responsible for the safety of self, others, materials, and equipment. Uses all required safety equipment.

Generally, duties and responsibilities are listed from most to least critical or time consuming.

Boulder Housing Partners is committed to hiring employees who provide good customer service; our employees communicate courteously and responsively and provide effective and efficient service to the public and co-workers.

CHAIN OF SUPERVISION

- (1) TITLE OF IMMEDIATE SUPERVISORS: Community Manager, Regional Property Manager
- (2) TITLE (S) OF POSITION (S) OVER WHICH THIS POSITION HAS DIRECT SUPERVISION: N/A



MACHINES AND EQUIPMENT USED IN WORK INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:

Computer, printer, postage machine, telephone, photocopy machine, facsimile machine, and calculator/adding machine.

REQUIREMENTS

High school diploma or equivalent. Strong organizational experience. Experience with data entry and database management. Ability to accurately verify multiple sources of information and make assessments. Demonstrated ability to communicate with internal and external customers; proven composure in difficult situations; ability to manage and resolve conflict effectively. Attention to detail. Ability to work with diverse populations. Interest, desire, ability and commitment to provide excellent customer service in person and over the telephone. Ability to work independently, take initiative, handle multiple tasks simultaneously, and to assume responsibility for completion of complex workload without close supervision. Acceptable background information, including criminal history. Valid Colorado driver's license and acceptable motor vehicle record.

DESIRED QUALIFICATIONS

Experience with housing software, particularly Yardi. Some knowledge or experience with electronic filing systems. Customer Service experience. Bilingual Spanish/English.

WORKING CONDITIONS

Physical Demands:

This position works in an office setting. In the office it is primarily sedentary physical work requiring the ability to lift a maximum of 20 pounds; occasional lifting, carrying, walking, bending over (to file) and standing. Extensive data entry. Frequent hand/eye coordination and finger dexterity to operate personal computer, adding machine, and office equipment; vision for reading, recording and interpreting information; speech communication and hearing to maintain communication with employees and customers.

Work Environment:

Works in clean, comfortable office environment. Non-private office.

Equipment Used:

Frequently uses standard office equipment including personal computers, adding machine, calculators, printers, shredders, electronic date stamp, fax and copy machines.

BHP is an Equal Opportunity Employer. We do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or any other status protected by law or regulation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

