



Residential Leasing Associate

Job Description

Department: Operations

Reports to: Chief of Operations

Job Type: Full-time, 9:00 am to 5:00 pm

Role:

The Residential Leasing Associate plays a vital role in maintaining positive relationships with residents while ensuring the upkeep and functionality of residential properties managed by VestaPM. This role demands a blend of customer service excellence, basic maintenance knowledge, and organizational skills to handle resident inquiries, oversee maintenance requests, and ensure smooth property operations. Occasional travel to Asheville.

Responsibilities:

- Act as the first point of contact for residents, addressing inquiries, feedback, and concerns promptly and courteously.
- Manage and expedite maintenance requests, coordinating with staff or vendors to ensure timely and compliant resolutions.
- Coordinate regular property inspections, identifying and documenting maintenance and safety needs.
- Assist in lease administration, ensuring accurate records and compliance with policies.
- Engage in resident retention strategies and collect feedback for continuous improvement.
- Provide administrative support, including data entry, reporting, and participation in daily operations discussions.
- Ensure that both individual and company KPI reports are filled out accurately.
- Prepare the Weekly Agenda for the VestaPM team.
- Participate in daily Huddles with the VestaPM team regarding day-to-day operations and results.

Expected Accomplishments:

- Resident satisfaction: Increased resident satisfaction scores and positive feedback indicate successful management of resident relationships and effective resolution of inquiries or concerns.
- Maintenance Response Time: Decreased turnaround time for addressing maintenance requests demonstrates efficiency in coordinating repairs and maintaining property functionality.
- Occupancy Rates: Maintaining high occupancy rates through effective resident retention strategies and community engagement efforts contributes to the properties' overall financial health and stability.
- Lease Compliance: Ensuring timely lease renewals, accurate lease documentation, and adherence to lease terms helps mitigate risks and maintain legal compliance.
- Administrative Efficiency: Streamlining administrative processes, maintaining accurate



records, and effectively managing documentation contribute to operational efficiency and cost-effectiveness.

- Accomplishment of Key Performance Indicators

Requirements:

- **Excellent Proficiency in English and Spanish (writing, speaking, listening, reading).**
- Previous experience in residential property management or customer service is a plus.
- Strong communication and interpersonal skills, with the ability to interact effectively with residents, colleagues, and vendors.
- Knowledge of basic maintenance principles and ability to coordinate repair activities. ● Excellent organizational skills and attention to detail.
- Proficiency in computer software applications: Google Workspace, Buildium, CallRail, Asana, and Slack, among others.
- Ability to work independently, prioritize tasks, and manage time effectively.
- Flexibility to adapt to changing priorities.
- A desire to be part of a team that enjoys working together.

This job description is not all-inclusive, and specific activities, duties, or responsibilities may be required of the employee as needed.

How To Apply

Email: info@vestapm.com

Subject Line: Residential Leasing Associate

Start: The email with your favorite color in **bold** and in that color.

Attach: Your DISC profile results and resume <https://discpersonalitytesting.com/free-disc-test/>

Job Type: Full-time

Pay: \$20.00 - \$23.00 per hour

Expected hours: 40 per week

Physical Setting: Office

Schedule: Day shift

Language: Spanish and English (Required)

Work Location: In person