

# Churchill Administrative Services, LLC

## JOB DESCRIPTION

**Position:** Lifestyle Service Coordinator/Leasing Associate

**Division:** Property (3-person office)

**FSLA:** Non-Exempt

**Reports To:** Community Director

**Date:** October 26, 2020

### Summary

The Lifestyles Services Coordinator/Leasing Associate works under the general supervision of the Community Director. This position is responsible to serve as the property's leasing representative- securing lease agreements from qualified persons, ensure that all lease file paperwork is correctly completed well in advance of the scheduled move in date and given to Assistant Manager and is responsible to coordinate resident activities.

1. Provides outrageous customer service each day to residents, coworkers and vendors. Set the bar high and make someone smile each day.
2. A minimum of 50% of your time will be spent on providing, coordinating, scheduling, and administering resident services.
3. Secure applications from qualified applicants by following company policies, Fair Housing and ADA regulations.
4. Network and develop professional relationships with social service/community providers to meet property needs.
5. Maintain a professional, friendly atmosphere in the leasing center and other areas where prospective residents and existing residents meet.
6. Open and tour model and market ready units daily, confirming readiness for presentation each morning and closing each evening.
7. Complete and record into the computer software system all traffic/guest card information on all prospects, send thank you notes and perform follow-up in prompt and consistent manner.
8. Develop and implement a comprehensive resident services, education and life enrichment program.
9. Prepare and distribute monthly resident newsletter and activity calendar.
10. Conduct an annual resident survey for resident service and activity interest.
11. Coordinate move-in gifts and certificate for all new move-ins.
12. Responsible for recruiting, developing, training and managing volunteers.
13. Complete and review (if requested) market survey to maintain current knowledge of local markets.
14. Assists Community Director and Assistant Community Director in daily, weekly and monthly reports.
15. Report all liability and property incidents to the Community Director immediately.
16. Travel to suppliers and vendors to pick up supplies as needed.
17. Participates fully in staff meetings and designated Company training programs.
18. Other duties as assigned.

### Knowledge & Skill Requirements:

1. High school graduate.
2. Sales or leasing experience in real estate preferred.
3. Excellent communication skills, written and verbal, when dealing with others (staff, vendors, ownership, federal, state and local agencies, lenders etc.)
4. Must be customer service oriented and genuinely support and promote good relations with service staff and residents.
5. An aptitude for basic office procedures and have a working knowledge of Microsoft Office products. Data Entry skills preferred.
6. Knowledge of bookkeeping skills helpful.
7. Excellent verbal, written and interpersonal skills are required.
8. Perform his/her duties using standard levels of productivity and dependability, ensuring completion in a timely manner and zero-defect manner. A 50% closing ratio should be consistently attempted.
9. Must portray a clean, neat, well-groomed professional appearance. Company approved attire may be required and a nametag must be worn in plain sight when at work.
10. Must be honest, trustworthy, enthusiastic and team/project oriented.

11. A flexible workweek is mandatory.
12. Must have a valid TX Driver's License and maintain proof of current car insurance.

**Physical Requirements:**

Activity	Constant 67-100% of day	Frequent 34-58% of day	Occasional 1-33% of day	None 0% of day
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling/Squatting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending/Stooping	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keyboarding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Weight Lifting & Exerting**

Carry Push/Pull	Constant	Frequent	Occasional	None
Up to 10 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 25 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Up to 50 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Up to 100 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Over 100 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Work Environment**

1. Office, and Senior or Family Living Community
2. This position has been determined that it may have occupational exposure to bloodborne pathogens. The company's Exposure Control Policy for Bloodborne Pathogens should be executed where such incidents occur.
3. May require some travel including running errands for the property during work hours.

**DISCLAIMER**

This job description is not designed to cover or contain a comprehensive listing of the all of the activities, duties or responsibilities of the employee.

I have read and understand the job description for Lifestyles Coordinator/Leasing Associate. I understand that from time to time various duties may change and that I will be required to perform other duties as assigned.

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*Employee Signature*

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*Date*