

# Leasing Representative

---

## Summary

You thrive in the fast-paced world of sales and are a self-motivator for meeting your sales targets. Building client relationships is something you are passionate about and happen to have a knack for. Closing the deal brings you utter pride and joy in doing a job well done.

If this sounds like you, we are looking for a Leasing Representative to lead the client life-cycle and support our prospective clients in becoming aware, educated, and interested in Broadstreet's product. You will be responsible for responding to prospective client inquiries, booking viewing appointments and essentially supporting our regional staff to 'close the deal'. You will work in close partnership with the Client Care Team and Regional Site Staff to build relationships with current and future clients.

## Responsibilities

- Respond to client inquiries in a professional and timely manner
- Provide a high level of customer service
- Troubleshoot client inquiries and provide viable solutions
- Document client interactions in appropriate database or software
- Complete prescreening of applicants including credit check, employment check and rental references for pre-approval to rent
- Book appointments with leads and contact applicants on waiting lists for viewings focusing on closing the sale
- Schedule leasing signing with Site Manager for approved clients
- Support business development in the areas of market research, customer service strategies and vacancy rates to ensure site profitability and brand awareness
- Utilize conflict resolution skills to ensure a high level of client service
- Adhere to both corporate and departmental policies and procedures
- Promote company in a positive image to all current and potential clients
- Perform other duties as required

## Requirements

- High school diploma or equivalent
- Minimum 3 years' experience in a sales role
- Advanced level of proficiency with MS Office Suite and data entering
- Minimum 45 wpm typing speed
- Bilingual fluency (French second to English priority) considered an asset
- Strong customer service and troubleshooting skills
- Ability to work well under pressure in a changing environment
- Strong attention to detail and multi-tasking skills
- Ability to deal with clients in a sensitive and tactful manner
- Professional verbal and written communication skills