



FIRST MIDWEST GROUP

JOB DESCRIPTION

JOB TITLE: Leasing Coordinator

FLSA STATUS: Non-Exempt

DEPARTMENT: Leasing

DATE: July 26, 2018

POSITION SUMMARY:

The Leasing Coordinator performs a variety of administrative and clerical tasks that supports the operations of the Leasing Department. This position is responsible for assisting in all aspects of tenant identification and leasing for retail, office and industrial spaces. This position is sales driven in a business to business environment and a broker's license is preferred.

SUPERVISION:

Reports to and works under the general direction of the Leasing Brokers. This position does not directly supervise any employee.

ESSENTIAL FUNCTIONS:

The essential functions or duties listed below are intended only as an illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.

- 1) Creating flyers, mailers, e-blasts, and marketing packets.
- 2) Develop mailing lists, make and log cold calls.
- 3) Must have a marketing/sales mindset. Basic knowledge of principles and methods for showing, promoting and selling including marketing strategy, sales techniques and control systems.
- 4) Generate lists of properties for sale, their locations, and descriptions and update property listings on websites.
- 5) Show vacant spaces. Basic knowledge of principles and processes for providing customer and personal services including assessing customer needs, meeting quality standards for services and evaluating customer satisfaction.
- 6) Prepare and organize marketing materials for industry events.
- 7) Schedule and coordinate meetings for showings.
- 8) Correspond with potential tenants via phone and email.
- 9) Address and respond to tenant issues and transitions.
- 10) Respond to phone requests for information regarding properties.
- 11) Problem solve issues utilizing and supporting cross-departmental communication.
- 12) Computer experience in Adobe, Microsoft office suite (primarily Excel), WordPress, Smartsheet and technology is a plus.
- 13) Performs all other related duties as assigned.
- 14) Serve as liaison to outside marketing company and oversee social media and eblast campaigns.
- 15) Web Administration duties may apply.
- 16) Perform tenant visits and maintain tenant relationships.

RECOMMENDED MINIMUM QUALIFICATIONS:

To perform this job successfully, the ideal candidate will be an excellent communicator with a professional, polite, friendly, sincere, and sales driven ability. Must be able to quickly build strong customer relationships. Strong ability to effectively persuade, motivate, and influence others. This position requires the ability to expedite multiple departments while simultaneously addressing tenant needs or desires. Must have boundless tact and patience. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience

A High School diploma or equivalent is required. Minimum of 2 years' experience in administrative support or related area working as a member of high performance team an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Requires a working knowledge of computers and data processing equipment (i.e., computer software programs such as those in a Microsoft Office environment). Experience with Microsoft Word, Excel and Outlook is required. Adobe and social media is preferred. Broker's license is preferred.

A thorough background investigation, including personal and professional references and criminal background will be conducted prior to offer of employment. Must be able to successfully pass a pre-employment physical examination and drug/alcohol screen following a conditional offer of employment. A valid state motor vehicle operator's license with a clean driving record is required.

Certificates, Licenses, Registrations

Notary Public a Plus (preferred but not required).

Knowledge, Skills and Abilities

A candidate for this position should have thorough knowledge of the following:

- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Knowledge of principles and processes for providing customer and personal services in all verbal and written communication.
- Knowledge of administrative and clerical procedures and systems and the organized tracking of all necessary systems and data, including word processing, managing files and records, designing forms, and other office procedures and terminology.
- Working knowledge of all Microsoft applications (Word, Excel, Outlook, and PowerPoint).
- Familiarity with general construction and commercial real estate terminology.

Skill in:

- Time management skills, with the ability to multi-task and work with an extreme sense of urgency.
- Strong organizational and planning skills.
- Clear written and verbal communication skills.
- Strong attention to detail with a high level of accuracy.
- Actively listen and be able to take the time to understand points being made, ask questions as appropriate and not interrupt at inappropriate times.
- Understand the implications of new information for both current and future problem solving and decision making.

And ability to:

- Work cross functionally with all departments and staff members.
- Prioritize duties and follow directions from multiple managers.
- Communicate and interact professionally and cordially with contractors, vendors, management, and staff.
- Handle sensitive information with confidentiality and discretion.
- Read and comprehend both simple and complex instructions, short correspondence, and memos.
- Apply commonsense understanding to carry out detailed but uninvolved written or oral instructions.
- Exhibit strong problem solving and decision-making skills.
- Adapt to fast-paced environments where multi-tasking, attention to detail and accuracy are crucial.
- Comply with internal controls, policies and procedures as they pertain to this position.
- Interact well with both internal and external customers.
- Establish and maintain effective working relationships.
- Maintain a positive attitude and professional demeanor.

CONTACTS OUTSIDE OF DEPARTMENT:

This position frequently interacts with customers, vendors, contractors, suppliers, business owners and the general public.

WORKING CONDITIONS:

The physical demands described herein are representative of those that must be met by any an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee regularly works in an office environment. An individual in this position is frequently involved in sedentary work, which requires sitting for the majority of the time. This position occasionally walks, stands, stoops, kneels, crouches, crawls and exerts up to 25 pounds of force by lifting, carrying, pushing or pulling objects. The employee is frequently required to see/observe, talk/speak and listen/hear; use their hands to finger, handle, feel or operate objects and equipment; repetitive arm, wrist, hand and eye movements are included. There is frequent twisting, reaching, wrist turning and grasping. The employee may be required to climb or balance.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus. Hand-eye coordination is necessary to operate computers and various pieces of equipment. Employee is required to use cognitive ability to reason, analyze and verbalize thoughts and ideas. Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials or tasks.

The employee will spend the majority of the working day inside the construction department, speaking with other employees, vendors or contractors. The working conditions are comfortable. The noise level is generally quiet to moderately noisy.

Attendance is required for a 45-hour work week.

TOOLS & EQUIPMENT USED:

Machinery and equipment including computers, word processing and specialized software, standard office machines including servers, phones, fax machines, printers, copiers and scanners. Other equipment includes telephone, cellular communications equipment and occasionally uses light mechanical equipment.

Computer, including word processing and specialized software. Other equipment includes telephone, cellular communications equipment, camera, light mechanical equipment and job-specific equipment as required by assignment.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by people assigned this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

First Midwest Group is an Equal Employment Opportunity Employer. In compliance with the Americans with Disabilities Act, First Midwest Group will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

REVIEW/APPROVALS:

Employee

Date

Supervisor

Date

Human Resources

Date