



Title: Director of Residential Leasing
Department: Leasing & Tenant Relations
Reports to: Vice President of Leasing & Tenant Relations
Status: Full-Time, Exempt

General Description

This role is responsible for overseeing residential and small office leasing operations, managing tenant communications, ensuring compliance with Fair Housing regulations, and collaborating with internal teams to maintain and improve our residential properties. The ideal candidate is a strong leader with a tenant-focused mindset, excellent problem-solving skills, and a deep understanding of property management best practices.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Lead and mentor a residential leasing team of four, fostering a high-performance culture through training, guidance, and professional development.
- Serve as the primary escalation point for residential tenant concerns, mediating conflicts and ensuring timely, effective resolutions to maintain strong tenant relationships.
- Set the standard for tenant relations, ensuring a high level of customer service and a positive living experience across all residential properties.
- Collaborate with the Facilities Department to coordinate maintenance requests, apartment turns, and property improvements, ensuring timely and high-quality work.
- Develop and manage budgets for maintenance, capital improvements, unit renovations, and apartment turnover costs across 10 residential properties.
- Oversee eviction proceedings, acting as the primary liaison with the company's eviction attorney while ensuring compliance with legal procedures and fair housing regulations.
- Ensure property upkeep and tenant satisfaction, partnering with Facilities to conduct routine inspections and coordinate preventative maintenance efforts.
- Streamline leasing processes, facilitating ongoing improvements in policies, procedures, and documentation to enhance operational efficiency.
- Manage the company's Rent Manager software, overseeing property updates, user permissions, and the creation/distribution of key leasing reports.
- Coordinate and facilitate company-wide Fair Housing training, ensuring compliance with all applicable regulations and best practices.
- Perform additional duties assigned, supporting the success of the residential leasing team and broader property management initiatives.

Minimum Qualifications

- Bachelor's degree in Business Administration, Real Estate, Property Management, or a related field (preferred).
- 5 Years of experience in residential property management, leasing, or a related field.
- 2 Years of supervisory experience, preferably managing a leasing or property management team.
- Strong leadership and team management skills with the ability to mentor and develop staff.

- Knowledge of Fair Housing Laws, landlord-tenant regulations, and eviction processes.
- Experience working with property management software (preferably Rent Manager)
- Knowledge and passion for the city of Rochester.
- Valid and clean New York State Driver's License with proper means of transportation.
- Must be a proactive team player with excellent interpersonal communication skills, a strong customer focus and the ability to work effectively with a diverse group of tenants, vendors, and staff.
- Ability to plan, prioritize and manage your own work as well as the ability to make decisions and solve routine problems independently.
- Ability to maintain confidential client information.
- Computer proficiency with Microsoft applications (Word, Excel & Outlook), Internet and ability to learn new software applications.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Must be able to lift 15 pounds and sit for long periods of time.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to handle or feel items such as documents. The team member is frequently required to stand; walk and reach with hands and arms. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus. Frequently required to operate a motor vehicle daily on behalf of company.

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive. Employees will follow other instructions and perform other related duties as required.