

## **Job description:**

### **Position Summary**

This role is responsible for overseeing all residential leasing processes across a multi-property portfolio. The Residential Leasing Manager leads and manages leasing staff, leads occupancy and revenue target attainment, manages tenant escalations, ensures compliance with Fair Housing regulations, and collaborates with internal teams to maintain and enhance property performance.

This position combines hands-on property management responsibilities with strategic leadership, financial oversight, and operational excellence. The ideal candidate is a strong leader with excellent problem-solving skills and a deep understanding of property management and residential leasing best practices.

### **Key Responsibilities**

#### Leadership & Team Management

- Lead, mentor, and develop a residential leasing team of three, fostering a high-performance culture
- Serve as a liaison between the Leasing Team and Senior Management to address challenges and drive strategic initiatives
- Provide ongoing training, coaching, and professional development opportunities to leasing agents
- Coordinate and lead regular team and cross-functional meetings
- Develop and execute leasing strategies to maximize occupancy, rent growth, and NOI
- Establish leasing goals, KPIs, and performance benchmarks across the portfolio
- Lead lease-up initiatives, repositioning efforts, and stabilization strategies

#### Resident Relations & Communication

- Serve as the primary escalation point for complex tenant concerns and disputes
- Maintain high standards of customer service and resident satisfaction
- Plan and execute resident retention initiatives and events

#### Leasing, Compliance & Administration

- Ensure smooth execution of new leases and renewals; understanding and establishing rate expectations

- Monitor applications and leases for compliance with Fair Housing laws and company policies
- Coordinate and facilitate Fair Housing training across the organization
- Manage leasing systems (e.g., Rent Manager), including reporting, updates, and user access
- Streamline leasing processes and improve operational workflows

#### Financial Management & Reporting

- Manage delinquency, including late fees, notices, collections, and evictions
- Act as liaison with legal counsel for eviction proceedings
- Review rent rolls, monitor compliance, and ensure revenue optimization
- Analyze monthly financial reports and investigate/explain variances
- Assist in developing and managing annual budgets, including capital improvements and operating expenses

#### Property Operations & Facilities Coordination

- Key element of role is ensuring strong collaboration with cross functional business partners (Facilities, Finance, Operations)
- Partner with these partners to coordinate maintenance, repairs, and capital projects
- Conduct regular property inspections and ensure overall asset quality
- Address day-to-day operational needs across multiple properties

#### Market Analysis & Strategic Planning

- Conduct market surveys, competitor analysis, and property tours
- Evaluate market conditions to inform pricing and leasing strategies
- Collaborate with leadership on short- and long-term property performance strategies
- Contribute to special projects and strategic initiatives

#### Required Qualifications

- Bachelor's degree in Business Administration, Real Estate, Property Management, or related field (preferred)
- Minimum 5 years of experience in residential property management, leasing, or related field

- At least 2 years of supervisory experience managing a leasing or property management team
- Strong knowledge of Fair Housing laws, landlord-tenant regulations, and eviction processes
- Experience with property management software (preferably Rent Manager)
- Strong leadership, communication, and interpersonal skills
- Proven ability to manage multiple priorities and solve problems independently
- High level of attention to detail and organizational skills
- Proficiency in Microsoft Office (Word, Excel, Outlook) and the ability to learn new systems
- Valid New York State Driver's License and reliable transportation
- Familiarity with the Rochester market is preferred

**Job Type:** Full-time

**Work Location:** In person