

QUEST ASSET MANAGEMENT, INC.
Job Description

JOB TITLE: Leasing Associate

REPORTING:

The Leasing Associate reports to the Property Manager and works as a teammate with the community's Administrative and Maintenance staff.

The Leasing Associate maintains relationships with current Residents and establishes contact with prospective Residents and preferred employers.

ESSENTIAL FUNCTIONS:

1. Show and lease apartments to future Residents
2. Complete guest cards and perform follow-up with future Residents.
3. Assist future Residents in completing the application. Assist resident with Tax Compliance paperwork, ensuring that all forms, answers and documents are signed prior to the prospective Resident leaving the site.
4. Demonstrate a thorough knowledge of the property and surrounding community with regard to shopping, amenities, schools, etc.
5. Maintain 80% or better category on Shopping Reports.
6. Maintain Resident follow up log.
7. Open the Store -Inspect model, show apartments and the tour route daily.
8. Prepare office for business daily by ensuring it is neat and clean, make coffee, turn lights on, and check messages and take phones off service, etc. Close office at the end of the day and forward phones to answering service.
9. Assist in Special Promotions for the property to include open houses, advertising, putting up balloons, creating mini-models, etc.
10. Prepare Market Survey monthly.
11. Perform physical shops of competition in market area as required by Property Manager and Regional Supervisor.
12. Responsible for coordinating Resident activities.
13. Complete all third party verifications and complete working the tax credit file for all move-ins. Type and prepare other lease file documents for the Property Manager's review and signature.
14. Answer the telephone promptly and courteously.
15. Collect rent and give it to Property Manager or Assistant Manager for deposit.
16. Update status report of available apartments daily.

17. Use RealPage OneSite as directed by Property Manager. Generally enters traffic and lease information and prepares Monday Morning Report for Property Managers review and transmission to Company.
18. Generate service requests and follow-up with Residents to ensure that work was completed to their satisfaction.
19. Available to assist other Quest Asset Management, Inc. communities as required.
20. Perform any other duties, which may be periodically assigned by the Property Manager.

REQUIREMENTS:

1. High school graduate.
2. Good communication skills.
3. Confident, positive attitude.
4. Ability to positively interact with wide range of personalities.
5. Appearance compatible with image of the property, good sense of humor, energetic, assertive and capable role model for teammates.
6. Demonstrated integrity on personal and professional level.
7. Attentive to detail.
8. Comply with all Quest Asset Management, Inc. policies and procedures.
9. Dependable transportation.
10. If required to drive a valid state driver's license and minimum amount of liability insurance required by the state is required, and must have reliable transportation.

PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk and hear. The employee is frequently required to stand, walk, sit, climb, or balance, and is occasionally required to stoop, kneel, crouch or crawl, taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and the ability to focus.

WEEKEND HOURS OF OPERATION

With advance written notice to the Property Manager from the Regional Supervisor, a property's Regional Supervisor can require a specific property to work on Saturday and/or Sunday. The Regional Portfolio Supervisor will set the hours of operation for each Saturday and/or Sunday worked and required hours worked [either day] may vary between locations. With advance written notice to the Property Manager by the Regional Supervisor, all leasing employees including the Property Manager, Assistant Manager and Leasing Associate can be required to work on Saturday and/or Sunday per the policy outlined in this section. In absence of a Property Manager (for any reason), the Assistant Manager will be sent advance written notice of any

weekend hours of operation in lieu of the Property Manager and such weekend hours will be enforceable.

As agent, it is the sole responsibility of the Regional Supervisor to use all available resources in order to meet or exceed each property owner's goals and expectations. Regardless of ownership, the goals and expectations for each property are never the same. For this reason, required weekend days and hours of operation may vary between properties. Reasons for varying weekend schedules may include but are not limited to community occupancy, high vacancy loss (in dollars; per budget), intermittent understaffing, rent collections (*from the first through the third of each month*), or completion of assigned online employee training.

The above weekend hours of operation do not apply to emergency situations that transpire on the weekend. Examples of emergencies might include fire, flood, major plumbing issues, inclement weather damage, elevator entrapment, a fire sprinkler system malfunction or any other health / safety issue. For weekend emergencies (and without advance written notice), Property Managers are required to coordinate with the Lead Maintenance Technician and work weekend hours until the emergency issue is resolved.

ACKNOWLEDGEMENT:

I have reviewed this job description and am able to perform the duties and agree to adhere to the standards as a condition of my employment.

I understand that this job description does not list the exclusive standards of the position and that I must also follow any other instructions, and perform any other duties as may be required by my supervisor.

I understand that employment with Quest Asset Management, Inc. is at will, meaning that employment may be terminated at any time for any reason without specific prior notice.

I understand that this is not an employment contract, but merely an acknowledgement of the company's expectations of me.

Signature

Date