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| Updating Files:  As a Leasing Consultant we are constantly updating activity on resident ledgers of conversations of problems they may have. | Managing People:  Organizing athletes and residents in a ornate fashion to improve process flow. | Selling Products:  Selling leases to inquiring and non-inquiring prospects that potentially need housing. |
| Writing Reports:  At the closing shift I am responsible for writing closing reports for the apartment status quo. | Investigating Problems:  Many times residents will have problems with appliances, I have an extensive knowledge on how to fix common housing issues. | Teaching / Instructing / Training Individuals: Coaching high-school students lacrosse, giving them skills to become great in their field, also training new leasing consultants. |
| Checking for accuracy:  Each lease that we receive at the Grove must be diligently checked for any discrepancies. | Proposing Ideas:  As a leasing consultant we need to facilitate ideas in order to increase prospecting numbers for YOY. | Inspecting Physical Objects: Working with appliances and familiarizing myself with building and facility maintenance. |
| Coaching Individuals:  Passing on skills and techniques taught to me, in a manner that can be encourage and understood. | Inventing New Ideas:  Selling leases being a majority of my job, I need to come up with new ideas to help bring in more numbers or how to improve our renewal numbers. | Mediating Between People:  Having a large work experience in customer service, helping mediate problems between tenants has been something I do very well with. |
| Thinking in a logical manner:  Thinking in a logical manner is imperative in order to excel in a busy work place, logical can be also thought as common sense. Common sense is hard to come by now a days and is crucial for business flow. | Promoting Events:  Creating new and exciting events for residents helps build and improve our reputation and quality of life at our apartment complex. | Coping with Deadlines:  At least once a month corporate will dish out incentives that have a fine deadline. These incentives are goals that we need to break whether it being prospecting numbers or selling numbers. |
| Confronting People:  In order for a business to run efficiently, every co-worker must pull their weight of work, so if someone is slacking I will confront them and encourage them to take pride in their work. | Creating New Ideas:  More often than not, we are faced with problems in the office where we devise ideas in order to find solutions to improve resident life. | Prioritizing Work:  Working at a high stress, high intensity work environment. It is crucial that I prioritize my work load from greatest to least in order to keep the business running smoothly. |
| Auditing Financial Reports:  All leases that we process must be audited in order for corporate to validity the lease. Along with verification the leases in order for us to receive incentive bonus’s all leases must be audited perfectly or it wont count. | Handling Complaints:  The Grove has a reputation for having small and frequent issues, working the front desk I receive all the complaints and my job is to help calm and mediate the issue and develop solutions. | Adapting New Procedures:  Working in a very volatile atmosphere, corporate is always applying new procedures and amending old rules where we must adapt and evolve to the new standards. Especially working in a an “at will” environment. |
| Interpreting Languages:  As a world traveler and being bilingual I have the ability to understand Spanish, a small amount of French and I can pick up on foreign languages such as Thai, Portuguese, and Polish | Dispensing Information:  Whenever anyone has a question in regards to their apartment or something I am familiar with I can organize and dispense clear, concise information to those looking for information. | Listening to others:  Many residents will have heart felt stories about why rent is late or for numerous reasons but I can listen and understand what they have to say where I will try to provide help or solutions they seek. |
| Entertaining People:  I enjoy entertaining people and with passion comes success | Operating Equipment:  Through my many work experiences I have learned the skills to operate all sorts of tools and equipment from construction to technology, I can do it. | Supporting Others:  Working in high stress work environments it is a crucial skill in order to support each other in the work place and to support our customers in their purchasing decisions. |
| Screening Telephone Calls:  One of my jobs as a Leasing Consultant is to listen to past pre-recorded phone calls to make sure that we are efficiently answering phone calls while maintaining great customer service. | Becoming actively involved:  As a Crohn’s and Colitis patient, my mother and I founded the CCFA (Crohn’s Colitis Foundation of America) in Orange County in order to help other people affected by this disease. | Maintaining a high level of activity:  Every job I have worked at required maintaining constantly busy, for business to run efficiently workers must be constantly doing something because there is always something that needs to be done. |