

**RENEWAL COORDINATOR**

**TITLE:** Property Manager  
**DEPARTMENT:** Property Management  
**REPORTS TO:** Property Manager  
**FLSA STATUS:** Non-Exempt

**JOB SUMMARY**

The Renewal Coordinator will negotiate and close lease renewals with current resident in the assigned Market. Handles inside sales calls from prospect residents to schedule appointments with leasing staff for the assigned Market. Provides superior customer service to all aspects of leasing for the market office. This is an inside sales position.

**ESSENTIAL JOB FUNCTIONS**

- Initiate contact with current residents regarding their lease renewal options.
- Negotiate lease renewals within guidelines set by asset management in order to achieve lease renewal goals.
- Provide exceptional customer service at all times by attending to resident concerns and questions when securing a lease renewal.
- Prepare lease documents accurately and in a timely manner.
- Demonstrate cooperative behavior with colleagues, supervisors and the general public.
- Provide administrative support in clerical, data entry and word processing
- May assist with special projects as needed.
- Support department staff in their region as needed.

**SKILLS AND ABILITIES**

- Strong customer service, written and verbal communication, organizational and interpersonal skills required.
- Positive, can-do attitude with a commitment to excellence and achieving goals.
- Ability to work well using mobile office electronic tools.
- Working knowledge of property management software programs.
- Computer proficiency, including Microsoft Office Applications.
- Ability to deal effectively with a diversity of individuals.
- Can effectively work independently and as a member of various teams and committees.

**MINIMUM QUALIFICATIONS**

- High School or GED.
- Minimum 2 years of inside sales experience.
- Minimum 2 years of Customer service experience
- State Real Estate License will be required to obtain within 60 days of employment.
- Excellent ability to work well with people and under pressure.
- Customer Service/Inside Sale Experience.
- Self-driven and able to work independently.

**WORKING CONDITIONS**

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

**Physical Requirements:** This position will spend long hours sitting and using office equipment and computers which can cause muscle strain. The position may also have to do some light lifting of supplies and materials from time to time, up to and including 20 lbs. The position requires talking, expressing or exchanging ideas by means of the spoken and written word to impart information to clients or to the public, and to convey detailed spoken instructions to other workers accurately, loudly, or quickly.

**Environmental Conditions:** The office may be a busy facility. This position may have to manage a number of projects at one time, and may be interrupted frequently to meet the needs and requests of residents, clients and contractors. The incumbent in this position may find the environment to be busy, noisy and will need excellent organizational, time, and stress management skills to complete the required tasks.

**Sensory Demands:** Sensory demands include use of the computer, which may cause eyestrain and occasional headaches along with hand / wrist strains from using computer keyboard and mouse. The office may be noisy and busy making it difficult to concentrate.

**Mental Demands:** This position will have to manage a number of requests and situations at one time. Stress may be caused by the need to complete tasks within tight deadlines.

**Vision:** See in the normal visual range, with correction if needed.

**Hearing:** Hear in the normal audio range, with correction if needed.

*This Job Description represents the basic qualifications for the position. It is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee. You may be asked to perform or assist with other instructions and duties. You will be evaluated, in part, based on your performance of the tasks listed in this job description. Job Descriptions may be revised at any time, at the sole discretion of Colony Starwood Homes.*