

Leasing Representative

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Synergy, a leading Boston commercial real estate firm with over 7 million square feet under management, seeks a **Leasing Representative** to join our Services team to oversee the leasing at a multi-family property consisting of 280 apartments in Quincy, MA. As the Leasing Representative, you will be responsible for coordinating the property marketing, leasing, and renewal strategies to achieve occupancy, revenue, and resident retention goals by performing all activities related to leasing to new residents, providing resident satisfaction through the lease term, and securing resident lease renewals.

The Synergy Services team currently oversees over 50 properties throughout greater Boston with expertise in Property Management, Building Engineering, Accounting and Construction. Our focus is to provide best in class real estate services to our partners and clients through operational efficiency, customization, and enhanced tenant engagement. At Synergy, we also make it a priority to give back to our local communities with the goal to make a difference in our neighbor's lives.

In addition to competitive salary and benefits, we offer a collegial work environment and an excellent opportunity to continue to develop strong skills and professional growth. Those who have joined us from other firms find the tight-knitted team culture and direct access to leadership very rewarding.

Position Description

- Performs all leasing activities to achieve the community's revenue and occupancy goals by greeting and qualifying prospects, conducting community tours and showing apartments, processing applications, credit screening, and criminal background checks, preparing the lease and move-in package, and ensuring a smooth resident move-in and lease signing.
- Must be able to work a Tuesday – Saturday work schedule. Inspects apartments prior to resident move-in and ensures apartments are in move-in ready condition and schedules any outstanding item to be addressed with the maintenance team.
- Contribute towards the development of short- and long-term marketing plans and goals to sustain occupancy, and follows the community's established policies related to concessions, specials, and other programs to boost occupancy.
- Uses the on-site property management software, revenue management software and CRM to track apartment availability, record traffic and leasing activities, manage resident and prospect data, information about existing and future residents.
- Ensures that the community and show units meet the Company's standards for show quality by daily inspecting the marketing corridor and leasing tour, communicating maintenance and upkeep needs

to the community's maintenance team members, merchandising and ensuring a physically appealing show unit and/or model and amenities, and preparing the leasing office for daily leasing activities.

- Follows-up with prospects and new residents to ensure satisfaction by sending e-mail, thank-you notes, and cards or making telephone calls or other contacts to finalize decisions to lease and/or renew.
- Executes and performs activities in support of the community's lease renewal program by preparing lease renewal letters and packages for residents, meeting with and contacting renewing residents in advance of move-out dates and ensuring that lease renewal documents are signed and implemented on time.
- Responds quickly and courteously to resident and client/owner concerns and questions and takes prompt action to solve problems and/or document and convey resident or other requests to the appropriate individual(s). Focuses on Event planning and tenant engagement to assure a positive living experience at the community.
- Conduct all business in accordance with company policies and procedures, fair housing, ADA, fair credit reporting act and all other laws pertaining to residential real estate.
- Effectively explain lease provisions and community policies, ensuring comprehensive move in activities and conducting orientation for incoming residents.

Position Requirements

- Prior experience in leasing multi-family properties that included greeting and qualifying prospects, conducting community tours and showing apartments, processing applications, credit screening, and criminal background checks, preparing the lease and move-in package, and ensuring a smooth resident move-in and lease signing.
- Strong interpersonal and resident service skills.
- Experience in execution of multi-family marketing/branding programs including the implementation of resident referral programs and use of internet marketing tools.
- Front-facing customer service skills required. Ability to greet prospects, residents, in a friendly and professional manner.

We offer competitive salary and benefits, including medical, dental, vision, life, STD & LTD insurance, and 401(k) plan with company match. We are unable to support sponsorship for work authorization and Visas at this time. Background check required.

Synergy is an Equal Opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or protected veteran status.

All vendors must have a signed Synergy Placement Agreement. All unsolicited resumes sent to Synergy will be considered property of Synergy. Synergy will not be held liable to pay a placement fee.

APPLY: Interested candidates should click the job link below to apply.

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