

POSITION DESCRIPTION

Position Title Sales & Leasing Coordinator

This is a 1-year Contract Position

Job Objective

This position may also be known as Occupancy Specialist, or Housing Coordinator

As a member of the Sales & Leasing Coordinator team and reporting to the Senior Manager, Sales & Leasing Operations, the Sales & Leasing Coordinator is required to be knowledgeable on all housing offered by Silvera for Seniors, with the ability to assist other team members when necessary. Within this role they will be required to provide the highest level of customer service with administrative and planning proficiency, to lead prospects effectively and efficiently through the Silvera sales and leasing process. The objective is to use emotional intelligence and critical thinking to pre-qualify, interview, vet and actively pursue the most efficient and professional coordination of housing for eligible prospects. Sales & Leasing Coordinators must have the ability to shift throughout all aspects of sales and leasing work to meet the needs of the business. Each Sales & Leasing Coordinator will have a focus at the time of hiring on either the top end of the sales funnel reporting to the Sales & Leasing Operations Lead or the bottom end of the sales funnel reporting to the Sales & Leasing Partnership Lead. The top end of the sales funnel involves more of a focus on handling customer inquiries, pre-qualifying individuals for housing, processing applications, and conducting priority rating score phone interviews, while the bottom end of the sales funnel involves in-person or virtual meetings, touring and assessing prospects, doing landlord reference checks, offering housing when appropriate, selling Silvera resident services, and leasing suites strategically and proactively. All coordinators are to be familiar with both sales and leasing focus areas above, in the event extra resourcing is needed and to effectively promote Silvera at events.

Responsibilities

- Understands and applies the strategic business initiatives as outlined by Silvera, which is to create sustainable communities through strong occupancy and waitlist management.
- Understands and demonstrates Silvera's service vision and goals, assuring consistent quality in both customer service, administration and sales and leasing duties.
- Fully versed in the comprehensive range of housing offerings Silvera provides and the requirements for each type of housing; with the ability to help guide prospects to the most appropriate housing setting based on their health and financial qualifications.
- Professionally and discreetly qualifies prospects based on their financial and health status, and desired area of the city to confidently recommend appropriate housing.
- Professionally responds promptly to incoming inquiries, such as calls, e-mails, faxes or in person, related to the application process to live with Silvera, following the prescribed inquiry process and subsequent documentation. This includes preparation and distribution of informational packages to potential applicants, families, and/or support services, which may also include attendance of public events to promote Silvera, which could fall on a weekend or evening.
- Based on the requirements for successfully accessing the correct funding model and housing supports, reviews the housing application and supporting documentation for completion.
- Maintains accurate client records in compliance with organizational goals and objectives, as well as external regulatory guidelines, by creating digital files for prospects, new referrals, updates existing files, regular waitlist management and corresponding data updates in Yardi or current

data base system, to capture all customer stages within the sales funnel of sales and leasing operations.

- Perform any combination of application processing, conducting applicant phone interviews (assessing priority of need, in accordance with the Social Housing Accommodation Regulation (SHAR), in-person tours, intake interviews (virtual or in person) and landlord reference checks, including assessing clients and offering housing when eligible and appropriate, in accordance with current business priorities within the Sales & Leasing team.
- Maintains and reports comprehensive statistics and reports to team lead regarding occupancy in a timely manner, through Yardi or other prescribed databases.
- Participates in learning and development modules as appropriate.
- Uses computer word processing, spreadsheet, and database software to prepare reports, memos, and documents, which may include activities in Yardi Rent Café marketing.
- Constantly looks for process improvements to increase efficiency within their role and the team.
- Provides support to other Sales & Leasing Coordinators as needed.
- Must always demonstrate professional and discrete conduct.
- Other duties as assigned.

Qualifications

- Minimum of 1-3 years of Customer Service, Hospitality or Sales experience, with post-secondary education (Preferably a degree or Tech school certification would be a definite asset)
- Must have a minimum typing speed of 60 WPM, with a preferred speed of 80+ WPM.
- Exemplary customer service skills including effectively dealing with the public are essential, with a focus on working with seniors, senior housing, senior sales considered an asset.
- Holds a valid Alberta Driver's License, with access to a fully operational vehicle or transportation to communities to support sales and leasing work.
- Must be familiar with key regulations including Freedom of Information and Protection of Privacy Act (FOIP), Supportive Living Accommodation Licensing Act (SLALA), Protection for Persons in Care Act (PPCA) and Social Housing Accommodation Regulation (SHAR)
- Must have received the first dose of the Covid-19 vaccination, (or be willing to receive it within 3 (three) days of starting with Silvera), and to receive the second dose when eligible.
- Proficient Microsoft Office Suite skills (Word, PowerPoint, Excel) and Adobe required.
- Knowledge of Yardi, Voyager, EHR, CRM and Rent Café Marketing is considered an asset.
- Quick thinking and the ability to learn quickly with soft skills in supporting and assessing seniors

Working Environment

- Must be flexible and can respond to a variety of changing duties and work routines.
- Will work in stressful situations due to the high demand for affordable housing.

Hours of Work:

Monday to Friday, 8:00am - 4:00pm; 37.5 hours per week.

Occasional weekends and evenings may be required.

If you are interested in this position

Apply on our Website: [Careers](#) | [Work With Us](#) | [Silvera For Seniors](#)

Or email: Recruitment@silvera.ca