

HK||HallKeen Management

Job Title: Administrative & Leasing Coordinator

Location: Palmetto Park West Clearwater, FL 33755

Hours: Full-Time Monday – Friday 8:00am – 5:00pm occasional evenings and weekends

Reports To: Property Manager

Pay Rate: Up to \$42,000 depending on experience

Position Summary:

The Administrative & Leasing Coordinator reports directly to the Property Manager and serves as a key member of the onsite management team. This position is responsible for supporting the day-to-day operations of the leasing office by providing administrative assistance, managing prospect leads, coordinating leasing activities, and ensuring the office operates efficiently.

The Administrative & Leasing Coordinator is often the first point of contact for prospective residents, current residents, vendors, and visitors and is expected to provide exceptional customer service while maintaining a professional and organized office environment. This role requires a strong, self-motivated individual who can manage multiple priorities, take initiative, maintain accurate records and reports, coordinate office workflows, and support the Property Manager and the entire onsite team in achieving occupancy, operational, and customer service goals.

Essential Duties and Responsibilities:

Administrative & Office Operations:

- Support the Property Manager in the daily operations of the community.
- Maintain an organized, professional, and efficient leasing office.
- Answer and direct incoming phone calls, emails, and office inquiries.
- Greet residents, prospects, vendors, and visitors in a courteous and professional manner.
- Prepare correspondence, notices, reports, and resident communications.
- Maintain resident, applicant, and vendor files in accordance with company policies.
- Process invoices, purchase orders, office paperwork, and other administrative tasks.
- Order and maintain office supplies.
- Assist with rent collection, deposits, and general office administration.
- Prepare move-in and move-out packets.
- Assist with monthly reporting, occupancy reporting, and compliance documentation.
- Maintain confidentiality of resident and company information.
- Support special projects and other operational duties as assigned.

Leasing & Lead Management:

- Respond promptly to all phone, email, website, social media, and internet leasing inquiries.
- Manage and track prospective resident leads from initial inquiry through move-in.
- Conduct outbound follow-up calls, emails, and text messages to prospective residents.
- Schedule apartment tours for prospects and maintain the community tour calendar.
- Conduct professional property tours that showcase apartment homes and community amenities.
- Build relationships with prospective residents and provide exceptional customer service throughout the leasing process.
- Coordinate move-in scheduling and ensure apartments are ready for occupancy.
- Assist with lease renewals and resident retention initiatives.
- Maintain accurate prospect information within OneSite and other company systems.
- Support marketing efforts and outreach activities designed to increase occupancy.
- Help achieve occupancy, leasing, and customer service goals.

Resident Services:

- Deliver exceptional customer service to current and prospective residents.
- Respond to routine resident concerns and requests or direct them to the appropriate team member.
- Assist with resident events and community communications.
- Promote resident satisfaction and positive community relationships.

Qualifications:

- High school diploma or GED required; Associate's degree preferred.
- Minimum of two (2) years of administrative, leasing, customer service, or property management experience.
- Affordable housing experience (LIHTC, HUD, Section 8, or similar programs) preferred.
- Previous leasing or sales experience preferred.
- Strong customer service and relationship-building skills.
- Excellent verbal and written communication skills.
- Strong organizational, administrative, and time management abilities.
- Ability to multitask and prioritize competing responsibilities.
- Proficient in Microsoft Office (Word, Excel, Outlook).
- Experience with OneSite or other property management software preferred.
- Bilingual (English/Spanish) preferred.

Knowledge, Skills & Abilities:

- Strong organizational and administrative skills.
- Excellent attention to detail and accuracy.
- Professional communication and telephone etiquette.
- Ability to work independently while supporting a collaborative team environment.
- Strong problem-solving and decision-making skills.
- Ability to maintain confidentiality.
- Positive attitude with a strong customer service focus.
- Ability to adapt to changing priorities in a fast-paced environment.

Physical Requirements:

- Ability to sit, stand, walk, and climb stairs throughout the workday.
- Ability to lift up to 25 pounds.
- Ability to conduct apartment and community tours.

Performance Expectations:

- Maintain a professional, organized, and efficient leasing office.
- Provide exceptional customer service to residents, prospects, and visitors.
- Consistently follow up with prospective residents to maximize lead conversion.
- Support occupancy and leasing goals through effective lead management and outreach.
- Complete administrative tasks accurately and on time.
- Maintain accurate resident, applicant, and prospect records.
- Work collaboratively with the Property Manager, Regional Manager, maintenance team, and corporate departments to support the overall success of the community.
- Demonstrate initiative, accountability, professionalism, and a commitment to HallKeen's standards of excellence.

Benefits:

Full time position offers a competitive benefit program to include Medical, Dental, Vision, Health FSA, Dependent Care FSA, Short-Term Disability, Long Term Disability, Life Insurance, Home and Auto Discount program, Vendor Discount Program, 401(k) with matching contribution, Accrued Vacation, Sick, and Personal time and Paid Holiday Benefit.

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