

**Job Description:** Rental Specialist – Habitat for Humanity of the MS Gulf Coast

**Please send a resume with cover letter and three professional references via email to [jobs@fhmgc.org](mailto:jobs@fhmgc.org). Applications will be reviewed quickly, and interviews will be conducted on a rolling basis. No phone calls please.**

**Primary Role:** The Rental Specialist assists the Property Management Team in daily activities. Responsibilities include overseeing marketing functions, handling inquiries, managing application processes, performing data entry, maintaining resident files, ensuring resident file retention, and providing exceptional customer service to all clients.

**Responsibilities:**

- Serves as the primary point of contact for all rental inquiries.
- Promptly responds and answers all rental inquiries/questions while providing the highest level of customer service through courteous and professional responses.
- Documents all interactions and communications regarding any rental inquiries in applicable software.
- Assists with daily resident information from walk-in traffic, move-ins, move-outs, property conditions, etc.
- Supports overall marketing efforts, offering feedback and suggestions to fill property vacancies in a timely manner.
- Performs all tasks associated with processing rental applications to be presented to the Property Manager for review.
- Maintains applicant/resident files and ensures resident file retention.
- Assists the Property Management Team with leasing activities, renewals of existing residents, accounts payables, budgeting, data entry, and reporting.
- Understands and complies with Fair Housing laws and standards.
- May perform other duties as needed to assist the Property Management Team.

**Education and Experience:**

- High school diploma or GED required; previous experience in a related field is preferred.
- Possesses excellent written and verbal communication, interpersonal, and customer service skills.
- Ability to take initiative while working with significant autonomy.
- Capable of competently handling high call volume on a multi-line phone system.
- Exhibits excellent customer service skills and problem-solving abilities.
- Displays strong planning, organizing, prioritizing, attention to detail, thoroughness, and multitasking abilities. This includes the ability to anticipate tasks, meet deadlines, perform detail-oriented tasks accurately and efficiently, and function smoothly under strict deadlines and shifting priorities.
- Works well with diverse groups and individuals in a nondiscriminatory, lawful, and ethical manner, respecting the differences among people.
- Maintains a “team first” outlook, supporting the success of the team and the mission in attitude, ideas, and actions to build positive working relationships with coworkers and clients.
- Proficient computer skills in word processing, spreadsheets, databases, software, internet, and typing.
- Comfortable with standing, traversing, extended periods of sitting, conducting showings, and traveling to and from properties in various weather conditions.

Habitat for Humanity of the Mississippi Gulf Coast provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

- Exercises good judgment and discretion in handling highly confidential information.
- Regular and dependable attendance is needed for this position.
- Commitment to affordable housing and Habitat for Humanity of the MS Gulf Coast's vision, mission, and values.

**Employment Status:** Part-Time hourly position.

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