

Assured Self Storage
Store Manager
Job Description:

- Become proficient with MSTC/Sitelink software
- Rent units using approved telephone & in-person sales techniques
 - Follow provided telephone protocol & consistently score above 80% on monthly Mystery Shops
 - Successfully and consistently pass quarterly Secret Shopper evaluations
- Maintain exceptional customer service at all times
- Maximize rental income through learned revenue optimization techniques
- Control operating expenses through judicious spending and sensible utility usage per Market standards
- Ongoing local area marketing to increase office traffic
- Maintain property appearance and cleanliness
 - Weed control, pest control
 - Dumpster area cleaned & maintained. Oversized things placed in sellable Mgr. Unit
 - Timely maintenance work orders sent in to Corp. Office
 - Minor landscaping (flower beds, leaves raked, etc.)
 - No trash, debris, cigarette butts, nails, broken glass, screws, etc.
- Minor Repairs
 - Replace Light bulbs
 - Paint bollards, parking area striped, handicapped spaces within state guidelines
 - Pull ropes installed in units.
 - Replace damaged hasps, door knobs, etc.
- Cut and remove locks as needed using approved equipment
- Keep office clean, organized, and professional looking
- Maintain a safe and hazard free property
 - Report health & safety concerns to Supervisor
 - Perform twice daily (am & pm) lock checks for safety & security
 - Surveillance systems operational and utilized to fullest extent
 - Observe and report suspicious activity
- Visit Post Office and Bank as needs dictate
- Prepare vacant units for rental
 - Swept, working light, pull rope, puddles/stains addressed, holes patched, nails removed
- Delinquency should remain under 4% of rented units
 - Make Collection Calls
 - Required customer correspondence sent per TX statutes
 - Hold timely foreclosure auctions
 - Uncollected balances sent to approved Collections Agency
- Maintain retail inventory
 - Shelves fully stocked
 - Product ordered well in advance to avoid shortages
 - Items recommended and tailored to every customer's needs
- Maintain tenant files and current computer data
 - Address changes done in writing (not over phone)
 - Leases signed, copy of ID, addendums signed, Ins. accepted/declined
- Maintain open dialogue with Director of Operations
 - Weekly/Monthly numbers turned in by deadline
 - Unit rates evaluated on monthly basis w/ changes proposed to D.O.
 - Perform competitor rate surveys every four weeks
 - Propose and implement Concession specials to increase occupancy
 - Perform regular rate increases with assistance of D.O. to stimulate revenue