

Manager Position Description

Job Knowledge and Duties

- Perform daily functions of running the self storage facility in accordance with company standards
- Understand the features and benefits of the facility and how to use each
- Complete daily walk thru including lock checks and cleaning units as needed
- Be prepared to work 15-25 hours/week at a sister location
- Make daily bank deposits and ensure accuracy of deposit information

Professional Image

- Understand and comply with uniform guidelines set by company
- Keep office clean and organized, free of any clutter, pets and odors

Repair and Maintenance

- Perform light repair and maintenance duties, including but not limited to:
 - o Cleaning out units
 - o Wiping down doors
 - o Pickup up trash
 - o Cleaning Hallways, office and bathrooms
- Perform preventive maintenance such as but not limited to:
 - o Change HVAC filters as required
 - o Grease door springs on roll-up doors
 - o Oil gate chain as needed
- Report via work order any areas outside manager expertise
- Oversee contractors and third party vendors work

Administrative & Legal

- Maintain accurate records for each customer including lease, addendums, correspondence
- Communicate with customers and potential customers in a manner that is professional and in a fashion that limits the legal liability of the company
- Keeps foreclosure documentation organized and accurate, following company foreclosure checklist and set guidelines
- Keep post auction paperwork labeled and filed for seven years
- Use computers as designated for business use only
- Be proficient at Site Link and PTI Falcon and Store Logix
- Prepare weekly and monthly reports accurately and submit in a timely fashion

Collections

- Perform required communications in accordance with company standards
- Make collection calls and send reminder notices per company standards
- Send uncollected balances to approved collection agency

Sales

- Meet or exceed net rental goal each month
- Follow up on all internet, e-mail or call center leads, maintaining a 60% conversion ratio from lead to rental
- Achieve and maintain occupancy and revenue goals each month, maximizing revenue by limiting concessions, discounts and waived late fees
- Ensure phones are answered in a professional manner
- Show a storage unit to every walk-in customer

Customer Service

- Provide greater than expected customer service including:
 - o Being polite and respectful, listening to customer's needs
 - o Stand when anyone enters the office
 - o Escalate customer concerns as necessary, following up with customer

Marketing

- Perform in-store and off-site grassroots marketing, visiting at least four businesses per week.
- Create and keep current a marketing log to track marketing activity
- Effectively use company provided marketing materials to enhance marketing activities
- Attend company approved or sponsored marketing events