



Prime Storage Group is the largest and fastest growing, privately owned, self- storage company in the United States and is located in 19 states with 130 + locations. We strive to provide our customers with secure, convenient, clean, and affordable storage solutions for home and business. Prime is currently seeking Storage Facility assistants in multiple locations to join the team.

Team Members needed in:

Eliot, ME  
Auburn, ME  
Lexington, KY  
Louisville, KY  
Arlington Heights, IL  
Middletown, NY  
Glenville, NY  
Holtsville, NY  
Saratoga Springs, NY  
Green Island, NY  
Clifton Park, NY  
Providence, RI  
Taunton, MA  
Wilbraham, MA  
Madison, WI  
Middlebury, VT  
Avon, CO  
Freehold, NJ  
Baltimore, MD

### **Self-Storage Assistant**

Overall responsibility:

Responsible for assisting the manager in all day to day operations of facility and associated businesses (i.e. retail/office center) as applicable.

### **Primary Functions:**

The Facility Assistant is the first line representative to the customers.

This position is responsible for assisting the manager in all aspects of managing the facility location in a professional manner to achieve profitability goals set by the organization. These duties include, but are not limited to:

- Support sales objectives and revenue growth through:
- Successful conversion of telephone and walk-in inquiries into rentals.



- Sales of boxes, locks and packing supplies.
- Achieves and maintains financial goals and responsibilities by:
- Managing the Account Receivable process through the pursuit of collections, posting of payments and processing of daily bank deposits accurately and timely.
- Consistently delivers superior customer service through:
- Proper phone selling techniques as well as walk in customers to the facility.
- A friendly positive attitude.
- Greeting customer promptly, enthusiastically and professionally.
- Knowing and presenting the features and benefits of the property at all opportunities.
- Resolves customer issues in a timely and effective manner.
- Ensures that company standards of cleanliness and appearance are met or exceeded.

Secondary Functions:

- Strive for continual improvement by improving skills through company provided training programs.
- Maintaining accurate records for each customer including contracts, insurance and change of address forms and any correspondence to or from customers.
- Effectively utilizes computer systems as provided.
- Keeping auction files updated and accurate; knows the state's auction lien laws.
- Maintains accurate merchandise inventory at pre-set levels.
- Regularly audits the physical conditions of a facility; performs minor maintenance in accordance with standards as well as working with contractors hired for improvements and repairs.
- Performs other duties as assigned; works with minimum supervision; operates effectively on a team.

## **Requirements**

**Qualifications:**

- Requires 2-year college degree or high school diploma/GED and equivalent years of experience in retail management, direct sales and/or customer service. Preference is given for college work or degree.
- Must be able to work well with people demonstrating a customer care focus.
- Exhibit a professional, positive, team oriented attitude.
- A willingness to learn (and ability to learn quickly) and apply effectively new/revised processes and procedures or skills.
- Computer proficiency (including Microsoft Office) required and ability to learn proprietary software to manage rental receipts and occupancy reports.
- Excellent organizational skills.
- Strong mathematical skills.
- multi-task accordingly in a numbers-driven environment. Ability to work well under pressure.
- Regular attendance at the assigned facility is required, including weekend hours.