

Assistant Manager

Job Description

Summary:

The Assistant Manager's responsibility is to efficiently assist the Property Manager in the management and maintenance of the self storage property under the Property Manager's guidance and/or in their absence. The Assistant Manager may be either a full-time or part-time position and may be assigned to one or multiple properties. The position works under the direction of the Property Manager.

Essential Duties:

The following are the main duties and responsibilities of the position. This does not imply that these are the only duties and responsibilities of the position. An employee will be required to follow any job-related instruction and perform other work-related duties requested by his/her supervisor.

- Supports sales objectives and increases revenue by:
 - Converting potential customers into renters thereby increasing occupancy;
 - Promoting the property within the community;
 - Maximizing insurance penetration for all tenants through proper presentation of company insurance requirements;
 - Maximizing merchandise sales through proper ordering and presentation of ancillary products;
 - Maintaining a working knowledge of the competitors in the local area by keeping abreast of their occupancy, rates, policies and specials and other property changes while working to maintain a friendly relationship and foster the potential for shared sales leads; and
 - Maximizing economic rate at the property.

- Maintains appropriate financial controls and accurate financial reporting, and achieves financial goals by:
 - Collecting rent, insurance payments, ancillary sales payments and fees, posting payments and processing daily banking deposits accurately and in a timely manner;
 - Maintaining balanced, documented and accurate petty cash and cash drawer funds;
 - Managing expenses while working within budgetary constraints;
 - Controlling delinquencies through aggressive collection practices in accordance with company standards and local, state and federal laws; and
 - Reviewing the details of the Income Statement, Cash Flow Report, Budget and property benchmarks received from the corporate office with the Property Manager(s).

- Consistently demonstrates superior customer service by:
 - Answering telephone calls professionally, consistently demonstrating company sales technique standards;
 - Handling customer inquiries or problems in a timely, courteous, and effective manner, greeting all customers promptly and professionally;
 - Understanding, knowing and presenting the amenities, features and benefits of the property in a positive light; and
 - Representing the company in a positive and professional manner through words, actions and appearance.

- Maintains timely and accurate administrative processes throughout all aspects of his/her job by:
 - Operating the computerized management system competently and efficiently;
 - Efficiently utilizing Microsoft Word, Microsoft Excel, Microsoft Outlook and Internet Explorer to complete, compile, update and submit reports, mailings and other documents as required;
 - Maintaining full, accurate and organized tenant and office files, and current, accurate manuals, forms and logs in accordance with company policy;
 - Maintaining accurate auction files in accordance with company policy and local, state and federal law;
 - Preparing, organizing and submitting reports in a timely and accurate manner;
 - Keeping abreast of company practice and policy changes and implementing those changes thoroughly and efficiently;
 - Participating in training programs, meetings and seminars as required;
 - Actively working to create a safe, productive and positive work environment;
 - Performing required property and visual locks checks, full unit inventories, and overlock procedures on a timely and consistent basis in accordance with company policy; and
 - Opening and closing the office each day according to the specific office hours.

- Maintains a clean, orderly and welcoming property and grounds at all times by:
 - Achieving company standards for cleanliness of empty units, hallways, mechanical rooms and property grounds;
 - Achieving company standards for clean, orderly and well-stocked retail office, breakroom, restroom(s) and company units; and
 - Maintaining all equipment and systems in working order, and advising management of defects, concerns and safety hazards promptly and requesting proposals from outside vendors for work that is beyond his/her expertise in accordance with company policy.

Successful applicants must:

- Complete each essential duty satisfactorily;
- Possess a high school diploma or general education degree (GED);
- Be proficient in general use of computer;
- Have the ability to read and interpret documents such as procedure manuals, maintenance instructions and safety rules and regulations, as well as the ability to write, compile and update reports and correspondence;
- Demonstrate basic math and clerical skills by successful completion of a basic skills test to include the ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, decimals and percentages;
- Have the ability to make common sense decisions and carry out instructions in pursuit of the company's business;
- Have the ability to deal with conflict and resolve problems;
- Possess a clean record from criminal, credit, and employment background checks;
- Possess a current, valid driver's license;
- Have the ability to work independently and as a team;
- Have the flexibility to cover another property as needed; and
- Have the ability to lift and/or move a minimum of 25 pounds.