



85 Railroad Place  
Saratoga Springs, NY 12866  
(518) 615-0552

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## **Self-Storage Assistant Manager**

### ***Company Overview:***

Prime Group Holdings LLC is a commercial real estate owner-operator of a growing portfolio of self-storage properties located throughout the United States. Our locations are typically branded as Prime Storage. Headquartered in Saratoga Springs, New York, Prime Group owns and manages over \$1.5 billion of self-storage properties. The current portfolio includes more than 180 self-storage facilities that contain over 10 million rentable square feet in a 23-state geographic footprint. Prime Group the largest and fastest growing, privately owned, self-storage company in the United States.

### ***Position Overview:***

As the Assistant Manager with Prime Storage Group, you will be responsible for assisting in the day to day operation of one or more self-storage facilities, including renting units, selling merchandise, renting trucks, interacting with customers, and maintaining the property overall. Our employees are the first line representative to the customer. The Assistant Manager must have the ability to work face-to-face with customers and build excellent relationships while enhancing your customer service and sales skills and experience.

### ***Job Responsibilities:***

- Renting self-storage units, parking space, and other related products;
- Converting telephone and walk-in inquiries into rentals;
- Maintain Account Receivables through the pursuit of collections, posting of payments and processing, and delivery of daily bank deposits accurately and timely;
- Upsell moving products and assist in unit sizing decisions;
- Greeting customers 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;
- Inspect the property, including performing lock checks;
- Showing customers our self-storage units;
- Perform other duties as assigned.



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***Qualifications:***

- High school diploma or GED, required;
- A valid state Driver's License;
- 2+ years of customer service experience;
- Able to work with minimal supervision;
- A professional, positive, team-oriented attitude;
- Be moderately proficient with a computer (including Microsoft Office) and be willing to learn a proprietary software that manages rentals, payments, and occupancy reports;
- Excellent organizational skills;
- Willing to work a flexible schedule, including weekends;
- Must be able to perform some of the physical requirements of the job, including daily walks of the property, cleaning the units and the property, opening and closing the storage doors (up to 50lbs), and similar light activities. These are necessary to do this job;

***Compensation:***

- Competitive rate of pay plus an excellent bonus structure;
- Health insurance, dental, life, vision, short-term disability, and long-term disability insurance programs also available;
- Investment opportunities through our 401(k) Plan;
- Paid vacation time, paid sick time, and paid holidays.

\*Employment is contingent on background check\*

