



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

Self-Storage General 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:

The Self-Storage General Manager is a team player who is energetic and professional. The manager is an outgoing self-starter with excellent sales skills. The General Manager provides above average marketing and customer service. He/she aggressively contributes to profitability by developing and maintaining mutually beneficial business relationships and being committed to customer relations. The General Manager pays close attention to detail and has strong computer skills.

Responsibilities and Duties:

- Responsible for the sales and marketing, keeping the facility rented at optimum levels effectively utilizing advertising, promotional and customer relation skills as approved by management;
- Complies with, and enforces, all company policies and procedures utilizing the company's handbooks, training manuals and standard operating procedures (SOPs);
- Show and rent units by offering storage solutions to perspective tenants;
- Actively sell and maintain supplies of merchandise. Upsell insurance, rent/schedule moving trucks and equipment, and cross sell other company owned/operated facilities;
- Provide outstanding customer service including assessing and resolving customer problems and professionally handling telephone and walk-in inquiries;
- Visually inspect the facility daily, observe and respond promptly to any situation and advising management as needed;
- General management of the office including, but not limited to, opening and closing the office on time each day;
- Maintain all required tenant documentation in a neat and orderly manner as directed by management;
- The manager must be able to control delinquencies by telephone contact and letters on a scheduled basis;
- Maintaining accuracy of the petty cash, make daily bank deposits and preparing daily, weekly and monthly reports as required by management;
- Assist in preparing units for auction, vacate as prescribed by law and approved by management;



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- Maintain a neat and clean facility with curb appeal. Provide a safe and secure facility including minor maintenance and daily lock checks. Notify their direct District Manager of all maintenance items that require attention in a timely manner;
- Effectively communicates with management and fellow employees;
- Other duties as assigned.

Job Requirements:

- Excellent communication skills both on the phone and in person;
- Works well in a team setting or independently;
- Has good organizational skills and basic bookkeeping;
- Knowledge of computers is a must (Microsoft Office, Outlook, Etc.) with a general understanding of automatic gate systems;
- Valid driver's license and insurance with access to reliable transportation;
- Open work availability possibly including weekends and some holidays;
- Ability & willingness to perform light maintenance such as sweeping, mopping, wiping, lifting, etc.;
- Willing to travel/work in multiple locations, if needed;
- Some locations may have company and/or rental vehicles (U-Haul, Penske) proper care, usage, and maintenance;
- A current valid driver's license is required.

Compensation:

- Pay is based on experience and location;
- We offer per rental incentive bonuses to all employees;
- Competitive PTO program (vacation and sick time);
- We offer benefits for full time employees, including medical, dental, vision, life insurance and 401(k).

Employment is contingent on background check

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